

Entry 3 Customer Service Programme: Empl

This engaging and hands-on employability course is designed to empower learners with the key skills needed to succeed in today's job market. From uncovering opportunities in the hidden job market to mastering interview techniques, this course provides a supportive environment to build confidence, develop professional tools, and practise real-life scenarios.

Start Date: 14 May 2026
Start Time: 09:45
Lessons: 8
Weeks: 4
Hours: 18.00

Venue

Rochester Adult Education Centre
Rochester Community Hub
Eastgate
ME1 1EW

What Will I Learn On This Course?

Learners will develop:

- 1) Transferable Skills – Reflect on the previous experience and job roles you have had and discover the transferable and 'portable' skills you never knew you had, that make you an asset in any industry.

Is This Course Suitable For Me?

This course is fantastic if you are looking for work or a change of a career. It will give you guidance and tips on how to recognise the skills you have which are transferable to other job sectors. This course will enable you to highlight your skills, which will help in producing a professional and impactful CV.

Is There Anything Else I Need To Know About This Course?

It would be helpful to bring a pen and note pad to make notes.

Will There Be Additional Costs?

No.

What Could I Go On To Do After This Course?

If you wish to explore your learning, work or career options, you can speak to a fully trained careers advisor on 0800 100 900. <https://nationalcareersservice.direct.gov.uk>.

If you need further advice, please telephone 01634 338400.

What Is The Attendance Policy?

In order to get the most out of your course, you will need to attend as many sessions as possible. We recommend at least 90%. If you do have a holiday booked during term time, please let the tutor know in advance so that we can help you catch up on missed sessions and ensure that you still achieve the course outcomes. If you are unavoidably ill or unable to attend, please contact 01634 338400 so that we can let your tutor know, and so they can send you any work you may have missed.

How are IT/Digital skills used and enhanced on this course?

You may have the opportunity to use computers / laptops with internet access in class time. You may need to use the internet for some or all of your course - using a mobile phone, tablet or computer. The tutor will speak to you about useful websites, apps and online resources which you may be asked to use for homework.

Health & Safety

We try to make sure your class is as safe as possible. If you are worried about anything, please talk to your tutor or our Safeguarding Officer.