

Course Outline and Details

Course Code	14011Y26	Title:	Customer Service Skills for Work L1	
Time and duration		Location		
Start Date:	24 September 2026	Grays Area		
Start Time: 09:30	End Time: 12:20	Grays Area		
Start Day:	Thursday			
No. of Lessons:	25	Grays		
No. of Weeks:	25	Essex		
Total No. of Hours:	70.75	RM17 5DD	E: tacc@thurrock.gov.uk	

Description

Develop your skills to work in the customer service industry.

At this level, you will develop your knowledge and demonstrate your customer service skills.

Prior to the course, you will need to come in to Meet The Team - these sessions could last 3 hours. You will need to book a session by emailing tacc@thurrock.gov.uk or calling 01375 372476.

Entry Requirements

You must have good skills/knowledge at the previous level.

You will need to come in to Meet The Team - these sessions could last 3 hours. You will need to book a session via the enrolment button on our website, or by calling 01375 372476.

What do I need to bring?

Your tutor will let you know at the first session what you will need to provide for the course. We advise you not to purchase anything before your first lesson as we are unable to refund the cost of these in the event of a course is cancelled.

You will need to bring the following to each session:

- Pen, pencil, ruler
- Note paper/pad
- Folder for handouts and notes

What support is available?

You can arrange to see an information, advice, and guidance (IAG) advisor for career guidance and support.

The Discretionary Learning Support Fund (DLSF) can be used to help with travel costs and other expenses, our Learner Experience Team can support you with your application.

If you require any additional support or have any special requirements that you have not already told us about, please inform us as soon as possible by emailing: TACC@thurrock.gov.uk a member of our Learning Support team will contact you to talk about these confidentially.

Please advise your tutor of any medical or health issues that may impact on your learning or your safety whilst attending the college.

What is expected from me?

You will be expected to attend all your lessons and to arrive on time. Homework is an important part of your learning, as it consolidates what you have learned in class. You will be expected to complete all the homework set for you each week using Google classroom, online, or paper-based activities.

Key dates

Longer courses run mainly from September to February or February to July.

No sessions will take place during college holidays - dates can be found on our website www.tacc.ac.uk.

For those taking an exam, these will take place towards the end of your course; your tutor will advise actual dates once the course starts.

You are required to attend your exam - if you cannot you may need to pay a fee to retake the exam.

Additional information

If any part of this course is online; access to a computer or laptop which uses Google Classroom, would be essential. Learners may have the option to loan a Chromebook for the duration of the course, please discuss this with your tutor at the start of your course.

What can I do next?

You will be supported to progress onto the next level or equivalent course in your learning journey.

You will have the opportunity to enrol on all courses at TACC, such as maths, English, vocational and digital skills courses. These courses will help you to develop your career and personal skills. Please discuss these options with your tutor.

How we will use your information - TACC and Thurrock Council

Data protection and fair processing statement

We will use your information to provide the service requested. We may share your personal data between our services and with partner organisations, such as government bodies and the police. We will do so when it is of benefit to you, or required by law, or to prevent or detect fraud.

To find out more, go to thurrock.gov.uk/privacy

How the Department for Education use your information

This privacy notice is issued on behalf of the Secretary of State for the Department of Education (DfE) to inform learners about the Individualised Learner Record (ILR) and how their personal information is used in the ILR. Your personal information is used by the DfE to exercise our functions under article 6(1)(e) of the UK GDPR and to meet our statutory responsibilities, including under the Apprenticeships, Skills, Children and Learning Act 2009. Our lawful basis for using your special category personal data is covered under Substantial Public Interest based in law (Article 9(2)(g)) of UK GDPR legislation. This processing is under Section 54 of the Further and Higher Education Act (1992).

The ILR collects data about learners and learning undertaken. It helps ensure that public money is being spent in line with government targets. We retain your ILR learner data for 20 years for operational purposes. Your personal data is then retained in our research databases until you are aged 80 years so that it can be used for long-term research purposes. For more information about the ILR and the data collected, please see the ILR specification at <https://www.gov.uk/government/collections/individualised-learner-record-ilr>

ILR data is shared with third parties where it complies with DfE data sharing procedures and where the law allows it. The DfE and the English European Social Fund (ESF) Managing Authority (or agents acting on their behalf) may contact learners to carry out research and evaluation to inform the effectiveness of training.

Full details of how we will process your personal data are available in our privacy notice which is available on our website or on request. guidance.submit-learner-data.service.gov.uk/25-26/ilr/ilrprivacynotice