

What will I achieve?

By the end of the course I will be able to:

1. Explain how mind set can improve employability
2. Identify customer needs
3. Demonstrate appropriate customer care
4. Name different types of problems encountered in the work place
5. Identify appropriate ways to come up with solutions for a straightforward problem

What teaching methods will be used and will there be work outside of the class?

- The WEA tutor will use a range of different teaching and learning methods and encourage you and the group to be actively involved in your learning
 - Activities may include tutor presentation, small group work, working in pairs, class discussions, short tasks and research
- You will be encouraged to develop your skills in using a computer as part of this course

What kind of feedback can I expect from the tutor?

- A range of informal activities will be used by the tutor to see what you are learning which may include quizzes, question and answer, small projects and discussion
- You will have opportunities to discuss your progress with your tutor
- You will be encouraged to share your work with the group and discuss your learning
- There will be a number of tasks appropriate to your course such as written work, creating art or craft, video, photography or small projects. Some of these may be marked to help you progress

What else do I need to know? Is there anything I need to bring?

- It would be helpful if you had access to the internet (Mobile phone, tablet or computer at home or through a library etc.)
 - You will need a file, paper and pen
- If students have laptops they are encouraged to bring them along to the class

Pre-course work, reading and information sources

- No pre reading or pre course work is required
- Tutors will suggest additional resources as the course progresses

Possible next steps after this course (including career opportunities if appropriate)

- Progress to another WEA course
- Progress to a course with another provider
- This course could lead to a range of job opportunities. Follow link to National Careers Service for more details <https://nationalcareersservice.direct.gov.uk/>
- Become involved with the WEA in a range of voluntary work and other activities including campaigning as a WEA member
- Access the WEA What Next? booklet here <http://www.wea.org.uk/learn-wea/what-can-i-do-next>

Learning with the WEA

WEA courses increasingly make use of the rich variety of educational tools and material available on the internet and from digital devices. The WEA's digital learning platform, Canvas will play an

increasing role in all WEA courses to provide resources or support, or to conduct lessons, enable assessment, provide learner feedback and for other activities for individuals away from the course. It is helpful, although not essential if you have access to a computer or smartphone to support your course.

You can read about your entitlements and responsibilities as a WEA student in our leaflet, Student Handbook here <http://www.wea.org.uk/learn-wea/student-support> This includes information on fees, learning support and financial support. As part of your course you accept our Learning Agreement and Privacy Notice. Full details of the Learning Agreement and privacy notice can be found on our website at <http://www.wea.org.uk/policies>. This applies to all courses you take in this academic year.

You can enrol online for some courses <http://www.wea.org.uk/learn-wea/course-search> or contact: WEA Support Services, Suite 10B Joseph's Well, Hanover Way, Leeds, West Yorkshire, LS3 1AB
Tel: 0300 303 3464 Email: courseenquiries@wea.org.uk



The Workers' Educational Association (WEA) is a charity registered in England and Wales (number 1112775) and in Scotland (number SC039239) and a company limited by guarantee registered in England and Wales (number 2806910). Registered Office: Workers' Educational Association, 4 Luke Street, London, EC2A 4XW