Leeds Health and Care Academy

community learning partnerships

LEEDS CITY COLLEGE

CUSTOMER SERVICE AND YOU

This free 5-week course offers an exciting opportunity for people looking to take their first step into an administration role within the health and care sector.

The course will provide you with:

- An understanding of what customer service is, why it's important, and how to deliver good quality customer service.
- The opportunity to achieve an accredited qualification - Level 1 BTEC in Principles of Customer Service.
- An interview for an administration role with a Leeds-based health and care provider at the end of the course, either via direct recruitment or an apprenticeship (opportunities start at £20k per annum).
- An understanding of interview skills and the application process.

The course is delivered by Leeds City College (city centre) one day per week and Learning Partnerships (Harehills) two days per week. **Candidates must be aged 19 or over to attend the course.**

To access this course you must be able to:

- Work 30 hours a week.
- Commit to the full 5-week programme, attending a total of 3 days per week.
- Have been a resident in the UK for more than 3 years or be an asylum seeker or refugee.
- Work at an entry Level 3 in English and Maths (this is equivalent to G Grade or Grade 1 GCSE) or above.

Scan the QR code
to complete the application form, and a member of the team will contact you to arrange your course dates.

"The course helped me improve my confidence and made me less anxious about interviews"

"I've gained so much from this course, and it has made me realise what I have to offer an organisation"

"Since completing the course, I have decided to carry on learning, and I am eager to complete my level 2 qualification."

Leeds City Council · Forum Central · NHS Leeds Community Healthcare NHS Trust · NHS The Leeds Teaching Hospitals NHS Trust · NHS Leeds and York Partnership NHS Foundation Trust · NHS NHS West Yorkshire Integrated Care Board