

**Learning and teaching approaches:**

Students will work for at least 274 hours in a defined role at one of our established partners of the industry based learning programme.

Each student is assigned a lecturer as a mentor.

Each student is assigned a supervisor by the sponsoring organisation.

The student has separate fortnightly meetings with mentor and supervisor.

Students participate in class workshops and self-directed learning on the web.

**Feedback:**

Feedback is sought throughout the course using a range of assessment tools including:

Formal reflection, class forum and survey

**Learning resources required:**

Knapp, D., 2011. A Guide to Customer Service Skills for the Service Desk Professional.

Cengage Learning, Boston.

Other specific readings will be provided during the course.

Handouts given and/or directions to Short Term Loans in the library.

**Learning resources recommended:**

Booklist & resources published via Moodle

<i>Change Type (P, F or E)</i>	<i>Effective</i>	<i>PC Date</i>	<i>FAC/AB Date (F, E only)</i>	<i>Readers</i>
<b>P</b>	<b>Sem 1, 2014</b>			