

Course Menu - Spring 2021

All courses are Free for Royal Greenwich Residents 19+ and are delivered online -

Click here for more courses information and to enrol – [Online Enrolment Community Systems](#) Once enrolled we will contact you to verify your ID, confirm your place and provide you with the Zoom login details

Email linda.ransome@communitysystems.co.uk or call **07858 407168**

<p>Back to YOUR Future I 19/01/2021- 21/01/2021 23/02/2021 – 25/02/2021 16/03/2021 -18/03/2021 20/04/2021 – 22/04/2021</p>	<p>Back to YOUR Future I will help you understand the changes in the job market and the future of work, plus your own motivations and strengths, so that you can create your own strategy for career change/adjustment in the short and long term - 3 intensive morning sessions</p>
<p>Back to YOUR Future II (follow-up) 26/01/2021-28/01/2021 02/03/2021-04/03/2021 23/03/2021-25/03/2021</p>	<p>Back To YOUR Future II (follow-up to Back To YOUR Future I) Covers how to avoid pitfalls on the way to YOUR Future. Learn from previous projects ah how failure is a learning experience. Give yourself time and space to find new opportunities. Updates on job trends locally and remotely, identify current opportunities and next steps – 3 intensive morning sessions</p>
<p>WorldHost™ Customer Service 27/04/2021 – 28/04/2021</p>	<p>This instructor led online course - 2 sessions, covers the changes that service professionals need to be aware of in COVID 19 era. This programme focuses on three key aspects, the working environment, peoples' behavioural changes and health, safety and hygiene.</p>
<p>WorldHost™ SERVICE ACROSS CULTURES 25/02/2021 – 26/02/2021</p>	<p>In this instructor led online course held over 2 afternoons, you will learn tips and techniques to help you provide a great service for all customers – from using appropriate gestures to avoiding the use of slang and jargon. We'll make you think about your cultural background and how that shapes your perception of others; and explore how this will help you improve communication, understanding and working relationships.</p>
<p>WorldHost™ INCLUSIVE CUSTOMER SERVICE (Customers with Disabilities) 23/03/2021 – 24/03/2021</p>	<p>This thought provoking instructor led course held over 2 afternoons, is aimed at providing great customer service to those with disabilities with a very strong focus on equality and inclusivity.</p>
<p>CIEH FOOD SAFETY 09/02/2021-11/02/2021 09/03/2021-11/03/2021</p>	<p>This course reinforces the importance of food safety and provides learners with an understanding of how to identify and control food safety hazards in their own workplace. Offers the minimum standards for the food safety industry Recognises good practice as a food handler</p>
<p>CIEH HEALTH & SAFETY AT WORK 02/02/2021 – 04/02/2021 11/05/2021 – 13/05/2021</p>	<p>This course covers common hazards and how to control them. It will help you work more safely and be more aware of how your own actions can affect the health and safety of others. Understand your role and responsibilities in reducing risks and supporting health and safety in the working environment</p>