

# Educational psychology and customer service assignment

[Psychology](#)



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Learning and Teaching in Lifelong Learning 1. Summaries the learning and teaching strategies used in your area of specialist. What strengths and Limitations does each have? There are many learning and teaching strategies that could be used to ensure learning takes place within the area of customer service. Each technique has its own strengths and limitations that must be considered when applying them to context of customer service and its environment.

Approaches that include activities such as role play where the learner may be expected to watch, listen, discuss, take notes, problem solve as well as retake In practical Involvement allow for the development of group Interaction. As with all approaches, this method may not suit all learners as some may be reluctant to participate. When planning to use this technique it is important that clear objectives are set and that all activities are clearly explained allowing time for feedback.

Additionally approaches such as instruction, demonstration and discussion that involve the learner watching, listening, discussing, note taking and answering questions provide suitable methods of teaching in the area of customer service. As with all methods of teaching there are strengths and Limitations such as learner digression when formal sessions are broken up by discussion or buzz group. Or the possibility of specific points being lost during sessions where learners are interacting and trying to focus their ideas. . Explain how approaches to learning and teaching in your specialist subject area meet the needs of learners, giving examples. Within the area of customer service approaches such as role play are assessed during planning to ensure that the activities involved meet the needs of the learner. By <https://assignbuster.com/educational-psychology-and-customer-service-assignment/>

ensuring provisions such as clear, precise, and concise hand outs 3. Describe aspects of inclusive learning and explain how you can include learners during a session.

Inclusive learning is designed to ensure that individuals are not excluded during learning sessions. The recognition of every Individual's right to equal treatment and access to products, services, and opportunities ensures that they can attend, participate and achieve the same as everyone else. The barriers to inclusion are vast ranging from childcare, to finance not excluding transport, prejudice/ coordination, disability, and lack of confidence all of which can hinder the learning experience.

By encouraging the learner to advise me of any possible steps they feel could be taken to facilitate their learning I am able to optimism chance of achievement. These steps may Include signposting to internal/external support agents as In learner support or learning support where by Initial assessments are used to Identify any requirement the learner may need. Or learner support 4. Explain how you would select inclusive learning teaching techniques to use with learners.

To ensure a learning session is inclusive it is important to select the appropriate techniques to remedy the barriers to inclusion that may have been identified using knowledge of learners and their individual needs, learning environment, its facilities, recourses and equipment . This knowledge allows for the which along with activities, self and peer assessment, learner involvement and stimulating, motivating and relevant information all contribute to inclusion within a learning session. 5. Give

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examples of resources you would select to meet the needs off particular group of learners.