

## Advising Students by Telephone and E-mail

### A workshop facilitated by the Open University

The Open University, who have a wealth of experience in this field and a national reputation for good practice in providing advice at a distance, will be facilitating this interactive workshop.

There are a number of issues that IAG practitioners need to be aware of when providing information, advice and guidance using e-mail and the phone. This workshop will enable delegates to explore these issues along with potential solutions and provide an opportunity to share good practice.

#### Who should attend?

This event is open to all interested staff from partner institutions and IAG staff in the community who provide a frontline service to learners.

It will be of particular interest to IAG providers looking to develop an e-guidance service to users or wanting to review and / or expand existing services.

#### Further Details

##### Date and Time

Friday 30<sup>th</sup> January 2009  
2.30-4pm  
(Tea and coffee available from 2pm)

##### Venue

Birkbeck, University of London,  
Malet Street, WC1E 7HX

##### Location

Room: to be confirmed

##### Cost

There is no cost to attendees.

##### Booking

To book a place or if you have any queries please email Stuart Mitchell [s.mitchell@linkinglondon.ac.uk](mailto:s.mitchell@linkinglondon.ac.uk) or call 0203 073 8378.

Please note that this event is open to all interested staff from partner institutions of Linking London and IAG organisations in London.

Please pass on to any interested colleagues.



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