



***For bookings & enquiries contact  
Lynn Hennessy on 01254 583957  
office@communitycvs.org.uk***

***Venue: Boulevard Centre, Railway Rd,  
Blackburn, BB1 1EZ***

# ***Skills for Work Training June 2019***

*This training has been developed for participants to gain introductory skills required for careers in customer service, health and social care, & admin roles that require the use of IT.*

# Overview of training

	<b>Essential IT Skills</b>	<b>(2 DAYS)</b>
Tues 18th & Mon 24th June 10am- 3pm	<ul style="list-style-type: none"> <li>Using a computer or device</li> <li>Training on internet, online forms, email, search engines</li> <li>More internet skills – social media for building contacts, finding opportunities, community awareness</li> </ul>	<ul style="list-style-type: none"> <li>Online safety &amp; data security</li> <li>IT tools for planning</li> <li>Finding a job online – inc careers service, interviews, recruitment agencies</li> <li>Managing your money and record-keeping online</li> </ul>
	<b>Skills for Work in the Health and Social Care Sector</b>	<b>(1 DAY)</b>
Wed 26th June  10am- 3pm	<ul style="list-style-type: none"> <li>What is Health and Social care</li> <li>Services and wrap around support in the community</li> <li>Working in a care environment; issues to be aware of including infection control</li> <li>Shift working and types of work</li> <li>Personal qualities of working in a caring environment including; policies and procedures, empathy and patience, dealing with bereavement and family and friends.</li> </ul>	<ul style="list-style-type: none"> <li>Professional requirements of working in a caring environment including; policies and procedures, awareness of relevant legislation</li> <li>Introduction to and requirements of Level 2 Care certificate</li> <li>Boundaries</li> <li>Communication skills/ active listening</li> <li>Record keeping</li> <li>Confidentiality and data security</li> <li>Industry expert – agency speaker</li> </ul>
	<b>Customer Service 'Welcome to Excellence'</b>	<b>(1 DAY)</b>
Friday 28th June  10am- 3pm	<ul style="list-style-type: none"> <li>The customer experience - Just doing your job versus delivering exceptional service</li> <li>Promoting your local area or organisation, product and destination knowledge</li> <li>Knowing your customers</li> <li>Meeting, managing and exceeding customer expectations - changing expectations</li> <li>External and internal customers</li> <li>Working as an effective team</li> </ul>	<ul style="list-style-type: none"> <li>Policies, procedures and standards</li> <li>The communication process – listening and building trust</li> <li>Telephone calls from customers</li> <li>Communicating in writing</li> <li>The power of social media</li> <li>Customer dissatisfaction/ Receiving feedback from customers</li> </ul>
Thurs 13th June	Next step visit to Blackburn College to enrol on higher courses	A supported visit to Blackburn College where you will be able to chat to college staff about the wide of range of further and higher education courses available to you, with support to enrol onto courses that can help you to reach your chosen career.