

PASSPORT TO PROGRESS

Course Dates:

21 September - 9 October 2020
23 November - 11 December 2020

SWALE
Community Centre
ME10 4NU



Week 1: Initial Assessments, Sign-Ups, Induction

Day 1-3: Individual 1:1 session to support and complete an initial assessment identifying aspirations, needs and wishes as well as identifying areas of specific development and any third party's involvement i.e. CXK IAG service. Identification of skills and training needed for those areas and complete a personal development plan to work towards this as a passport to the sector. (Identify any other barriers including smart clothing for interview, travel fees, haircut, further training beyond our offer or IT equipment.)

Day 4: Induction

Day 5: Presentation and Time Management

Week 2: Formal Training (5 days)

A series of formal and informal training for:

Day 1: Accredited First Aid – 1 Day

Day 2: Accredited H&S – 1 Day

Day 3: Introduction to Digital Skills and Social Media

Day 4: Introduction to Customer Service and How to Deliver Good Customer Service

Day 5: Professionalism and expectations in the Workplace

Week 3: Preparation and Confidence (5 days) soft skills to include motivation and active listening, presentation, and time management

Day 1: CV/Cover Letter session

Day 2: Effective applications using digital skills.

Day 3: Interview Basics to include listening skills

Day 4: Learner Reviews and future plans IAG

Day 5: CXK presentation and celebration with Records of achievements presented.

For more information, please contact

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