



# Route to Work - RESTART

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## OVERVIEW



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## **Introduction**

We at Pitman have developed tailored programmes specifically for residents of Tower Hamlets to make a real difference in opportunities to employment. The candidates on RESTART have had previous work experience and due to changes circumstances; redundancy, raising families, career change are looking to rebuild skills and confidence. We have tailored this programme and modules, when completed, provide the delegate with a comprehensive range of refreshed or new skills at a consistent level as well as an academic recognition through Pitman Training.

And involves a range of IT and soft skills. It helps rebuild confidence and give opportunity to either try a new career path or gain enhanced skills that can be applied immediately.

At Pitman we provide structured training, support, skill enhancement and accreditation for the delegates. We also support the 3-tiered learning methodology to encourage the transfer of new skills/knowledge whilst consolidating and retaining.

To ensure success of the programme a database was created to monitor delegate progress, attendance and evidence of work. On a daily basis this is completed by the tutor to ensure the commitment of each delegate to the programme. Any problems either through poor attendance, lack of commitment or poor attitude is recorded and then discussed with the delegate.

The training modules ensure a variety of learning experiences, lots of interaction, workshops that are tailored to the needs of the delegates and role-plays that make learning fun.

Feedback forms are given to the delegates through the programme. The first feedback form is given half way through the course and the final one at the end of the course. The information is collated and used to continually improve or pick up on any aspects of the programme that might need to be improved.

## **Programme Objectives and Training Method**

The overall objective for the programme is to prepare the delegates with the right skills, aptitude and mental preparation for the workplace. We take the time for individuals to identify/recognise their own strengths and areas for development. This in turn empowers the individual with confidence and self belief, which they can then take with them from the training environment, on to a social and work based level.

All the modules are delivered tutor-led in a classroom environment. Delegates receive their own workbook, which can be used at a later stage to either consolidate what they have learnt or as a reference tool. By offering the training as tutor-led, the trainer can monitor progress, motivate individuals and encourage best performance.

The training runs for 2 weeks and placement for 8 weeks.

We set testing for acceptance onto the course as well as conduct interviews to gauge suitability for participating on the programme.

## The RESTART Programme – 2 week



Day and Date	9.00-12.30	12.30-1.30	1.30-4.30
<b>TWO WEEK PROGRAMME</b>			
DAY 1	INDUCTION	LUNCH	COMMUNICATION SKILLS – PERSONAL BRANDING
DAY 2	TOUCH TYPING	LUNCH	TOUCH TYPING
DAY 3	EFFECTIVE BUSINESS COMMUNICATION	LUNCH	EFFECTIVE BUSINESS COMMUNICATION
DAY 4	COMMUNICATION SKILLS - LISTENING	LUNCH	COMMUNICATION SKILLS - PERSONAL PRESENTATION
DAY 5	OUTLOOK 1	LUNCH	POSITIVE INTERVIEW TECHNIQUES
DAY 6	TOUCH TYPING	LUNCH	EMPLOYMENT BRIEFING - ANNETTE
DAY 7	WORD LEVEL 1	LUNCH	WORD LEVEL 1/MAIL MERGE
DAY 8	EXCEL LEVEL 1	LUNCH	EXCEL LEVEL 1
DAY 9	INFLUENCING SKILLS	LUNCH	PROFESSIONAL RECEPTIONIST-TELEPHONE TECHNIQUES
DAY 10	COMMUNICATION SKILLS - ASSERTIVENESS	LUNCH	STARTING WORKK

## **Subjects That Make A Difference**

All the subjects in their own right add up to create the bigger picture and prepare the delegate for the office environment. The structure of the modules and the standard to which they are studied contribute to the overall success of the whole programme.

In today's competitive market delegates have to prepare themselves with the relevant skills and attitude to be successful, initially by being offered the job opportunity and thereafter by continually developing their skills. We give them this opportunity having tailored the programme accordingly.

The elements of the programme that make a difference:

- Effective Business Communication
- Positive Interview Techniques
- Mock Interviews
- Tutor/Consultant Support

All of the above modules help to prepare the delegate for success when applying for job opportunities or being interviewed for employment.