



Introductory Programme SkillsLadder

OVERVIEW



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Introduction

We at Pitman were able to develop a tailored programme specifically for Tower Hamlets – SkillsLadder delegates. The modules, when completed, provide the delegate with a comprehensive range of skills at a consistent level as well as an academic recognition through Pitman Training.

The programme has been tailored to recognise the subjects and levels that are essential for those who are under skilled to build confidence and self belief. The focus is on personal development, communication skills and interaction as well as including practical basic skills. This will enable the delegate to begin the process of marketing themselves.

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.

Our Learning Principles:

- Learners gain through two-way communication
- Learners need to take control of their own learning
- The trainer and learner act as a partnership throughout the learning process
- Learning best through motivation, reinforcement, retention and transference
- Learning is best achieved in a climate that is structured and personal

Ensuring Success and Maximum Benefit

To ensure success of the programme a database is being 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 candidate to the programme. Any problems either through poor attendance, lack of commitment or poor attitude is recorded and then discussed with the candidate.

John Reid and Liz Davis are the suitably qualified trainers/mentors who will guide candidates through the Tower Hamlets – SkillsLadder Programme. Throughout the duration of the course they communicate on a daily basis to ensure any potential difficulties or problems arising within the group are dealt with swiftly, professionally and smartly.

The initial induction day gives the trainer the opportunity to build a rapport with the candidates, identify the passive learners from the active learners and to assess communication and verbal skills. This is an essential part of the induction day to encourage participation throughout the group and course.

The training modules ensure a variety of learning experiences, lots of interaction, workshops that are tailored to the needs of the candidates. They concentrate, focus and motivate in a structured environment. Diary keeping and action planning will be essential parts of the candidates own monitoring.

Feedback forms are given to the candidates on a weekly basis. They will also be asked to submit diaries and action plans throughout the programme. This is to ensure that their motivation remains high. The information is collated and used to continually improve or pick up on any aspects of the programme that might need to be improved. Candidates will be expected to keep a diary whilst on placement. They will also be given planning packs after placement.

Programme Objectives and Training Method

The overall objective for the programme is to prepare the candidates with some basic skills and some personal development skills enabling the candidate to gain confidence and begin to produce a winning CV. This will also prepare them for a two-week work placement. We take the time through a structured training plan, action plans and diary keeping to identify and recognise the candidates' own strengths and areas for development.

All the modules are delivered tutor-led in a classroom environment. Candidates receive their own workbooks, action plans and diaries which are to be used at placement and further stages in their development.

By offering the training as tutor-led, the trainer can monitor progress, motivate individuals and encourage best performance.

The Training Programme

Day and Date	9.00-12.30	12.30-1.30	1.30-4.30
DAY & DATE	Induction Day	LUNCH	Induction Day
DAY & DATE	Using Your Voice	LUNCH	Using Your Voice
DAY & DATE	Communication Skills	LUNCH	Communication Skills
DAY & DATE	Communications Skills/Grammar	LUNCH	Communications Skills/Grammar
DAY & DATE	Numeric Data Entry	LUNCH	Calculator Use
DAY & DATE	Personal Finance And Budget Management	LUNCH	Personal Finance And Budget Management
DAY & DATE	Personal Finance And Budget Management		Personal Finance And Budget Management
DAY & DATE	Business Writing Skills	LUNCH	Business Writing Skills
DAY & DATE	PC Basics	LUNCH	PC Basics
DAY & DATE	Practical Office Equipment	LUNCH	Practical Office Equipment
DAY & DATE	English For Business	LUNCH	English For Business
DAY & DATE	Introduction To Word	LUNCH	Introduction To Excel
DAY & DATE	Interpersonal Skills	LUNCH	Interpersonal Skills
DAY & DATE	Interpersonal Skills/Communicating Across Barriers	LUNCH	Interpersonal Skills/Communicating Across Barriers
DAY & DATE	CV Introduction	LUNCH	Job Search Introduction
DAY & DATE	Internet Skills	LUNCH	Internet Skills
DAY & DATE	Internet Skills	LUNCH	Email
DAY & DATE	Career/Personal Review	LUNCH	Career/Personal Review
DAY & DATE	Working In A Team	LUNCH	Working In A Team
DAY & DATE	Planning For Work	LUNCH	Planning For Work

Subject Objectives

Induction Day

The opportunity to become familiar with the other delegates and to identify what is expected of them during the training element of the project. The day is spent using exercises and training games to build rapport and to put the delegates at ease. The training timetable is introduced along with the subjects covered and it is explained why they are learning what they are learning. As a start to confidence building delegates will utilise games and activities along with their colleagues.

Job Search Module

Identifying and distinguishing between the visible and invisible job markets, Sourcing employment, How to give yourself an advantage when responding to job opportunities.

CV Introduction

Preparation and significance of a professional CV, Understand how to tailor your CV for each job application, The importance of the CV layout and how it works for you, Highlight your achievements, areas of contribution, Identify what should be included in a Cover Letter.

Practical Office Equipment

The different ways to send and receive faxes, How to process a transaction using a swipe machine, How to laminate documents, How a franking machine works, The different functions on a photocopier and how to use it, How to install and use a printer, How to set up a PC.

Planning For Work

Being prepared, Personal appearance and attitude, Importance of good time keeping, How to work with a timesheet, Listening and taking notes, Working with others, Employment information i.e. Salary, Income Tax, NI Contributions, Getting ahead.

Telephone Training

How to answer the telephone, Tools required for taking message and the accurate recording of messages, Placing calls on hold, transferring a call, Courtesy on the telephone, Telephone body language and its importance, Clarifying what has been said.

Using Your Voice

How to use your voice to make yourself clear and concise, The importance of using your mouth correctly, Breathing skills, Proper vowels, Constantans and Plosives, Placing your voice, tonality and annunciation, Flattening accent.

Communication Skills/Grammar

Covering vocabulary, spelling, syntax, idiom and correct usage of English and grammar, The course provides the background information needed plus a wide range of exercises to test knowledge and skills, It covers 'parts of speech', all English words that fall into the main eight categories, The candidates will undertake several general tests in the correct usage of English.

Grammar for Business

The course covers language and grammar usage, It covers verb usage both active and passive and teaches the use of tenses, past, perfect, present etc. It also covers nouns, common and proper, pronouns, adjectives and prepositions, including use of capitalisation.

Business Writing Skills

To share and learn about good practise in business writing in order to improve standards and presentation. Candidates will be able to write communications that convey effectively the requirements of the sender and meet the needs of the reader. That they are well planned, in good English and free of errors.

Interpersonal Skills

Covering active listening, questioning types, body language and behaviour, Not raising barriers through perception, judgement and hear say. Identifying how others perceive us, good and bad attitudes. Personal appearance and presentation.

Numeric Data Entry

Learn how to touch type the numeric keypad, Know the location of the home keys on the numeric key pad, Be able to touch type all the numbers accurately and at speed, Use of arithmetic operators, Familiar with health and safety issues in relation to working with computers.

Calculator Use

Use of the keypad and functions, How to add, subtract, divide, multiply, calculate percentages and use the memory functions, Understand how to read information and input it into the calculator to get the right results.

Personal Finance and Budget Management

Bank statements, How to read them and their significance. Maths Basics and Finance. Interest, overdrafts, credit and loans. How to manage income and expenditure. Managing your money whilst in employment. How to handle record keeping of money and transactions confidently, How to keep petty cash and what it is used for, The importance of a balance sheet to your business, The difference between receipts and payments entered into a cash book, How to balance the cash book,

Internet Skills

Introduction to the World Wide Web, Using Web browsers to retrieve accurate information and initiate searches, Favourites, History, formatting pages for printing, How to narrow your search, Setting parental controls.

Email

Setting up a personal email address, A proper layout for a professional email, how to add an attachment, Sending, receiving, replying and forwarding emails.

Working In A Team

Correct behaviour when working or interacting with others, Strength and overdone strengths inventory, Understanding how to fit into a team and being able to contribute, How to ask for help and how to support others, Dealing with problems and issues, Being positive and believing in yourself.

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 work environment. The structure of the modules and the standard to which they are studied contribute to the overall success of the whole programme.

To achieve successful placement, candidates have to prepare themselves with the relevant skills and attitude to be successful, initially by keeping diaries and action plans whilst on placement and thereafter by continually developing their skills. This will build their skills and enable them to approach the idea of employment with confidence.