



SKILLSMATCH

OVERVIEW



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Introduction

It was identified within Tower Hamlets – Skillsmatch, that a large number of young people (16-25 years) were either long-term unemployed or did not have the required skills/approach to long-term or sustainable employment.

We at Pitman were able to develop a tailored programme specifically for Tower Hamlets – Skillsmatch 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 within the workplace. The focus is not only on computer skills but also soft skills i.e. Customer Care, Positive Interview Techniques and Professional Receptionist.

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:

- Adult learners gain through two-way communication
- Adults need to take control of their own learning
- The trainer and adult act as a partnership throughout the learning process
- Adults learn best through motivation, reinforcement, retention and transference
- Adults learn best in a climate that is informal and personal

Ensuring Success and Maximum Benefit

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.

We have 2 trainers at Pitman Training who work on the Tower Hamlets – Skillsmatch 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 delegates and identify the passive learners from the active learners. This is an essential part of the induction day to encourage participation throughout the group and course, put delegates at ease and to promote confidence.

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. The workbook includes an Action Plan whereby the delegate can write down any areas that need to be developed.

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

Throughout the programme delegates have extra work/homework to work their way through. This includes reading a book by Anthony Robbins, a life coach and motivator, called "Notes from a friend". Whilst reading the book the delegates have an exercise to work through to help them pin point any limiting beliefs and empowering beliefs.

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. The homework is introduced and explained as to what they need to do and by when (Anthony Robbins – “Notes from a Friend”). The Road Names training game is used to prepare the delegates for working as a group.

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.

Computer Keyboard Skills

The ability to type accurately at speeds up to 20-30 words per minute. To ensure each delegate is trained to use the keyboard with a proper technique thus avoiding RSI (Repetitive Strain Injury) and posture related problems. Increased work performance for anyone using a PC. Aim to increase speed, dexterity, accuracy and productivity.

Effective Business Communication

Review your current CV/prepare one from scratch, Understand how to tailor your CV for each job application, Highlight your achievements, areas of contribution, Identify what should be included in a Cover Letter, Create and send a business letter, Create a memo, Create and send a fax, Create and send an e-mail

Word 2003 Basic

Exploring the Word window, Creating and saving documents, Printing documents, Getting help, Opening and navigating a document, Using AutoCorrect, Editing text, Using Undo and Redo, Selecting text, Moving and copying text, Finding and replacing text, Character formatting techniques, Using tabs, Paragraph formatting techniques, Advanced paragraph formatting techniques, Creating tables, Modifying tables, Enhancing tables, Creating headers and footers, Working with margins, Working with page breaks, Checking spelling and grammar, Using the Thesaurus, Saving and opening a document as a Web page, Adding hyperlinks, Sending Word documents via e-mail

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

Positive Interview Techniques

Preparing yourself prior to an interview, Analysing what the recruiters are looking for, Recognising and understanding the different questioning types, Being equipped for typical and tricky interview questions, Recognising the different types of interview

Beginning Employment

Being prepared, What to expect and how to behave, Asking for more information or clarification, Working with others, Employment information i.e. Salary, Income Tax, NI Contributions, Getting ahead

Excel 2003 Basic

Spreadsheet terminology, Exploring the Excel window, Opening and navigating a workbook, Closing a workbook, Creating a new Excel workbook, Entering and editing labels and values, Entering and editing formulas, Saving and updating a workbook, Moving and copying data, Moving and copying formulas, Using absolute references, Inserting and deleting ranges, Entering functions, Using AutoSum, Using AVERAGE, MIN, MAX and COUNT, Formatting text, Formatting rows and columns, Number formatting, Other formatting features, Preparing to print, Page Setup options, Printing, Creating a chart, Modifying charts, Printing charts, Saving a worksheet as a Web page, Adding hyperlinks, Sending a workbook via email.

Customer Care

Who is the customer and what do they expect, Recognise excellent customer service skills, Identify good listening skills and how to develop them, Understand how to get the most from your voice, Recognise how to answer the telephone professionally

Outlook 2003 Basic

An Introduction to Outlook 2000, Exploring Outlook Today, Using Help, Creating and sending messages, Handling messages, Using Address Books, Printing a message as a file, Managing e-mail, Working with Contacts, Working with Tasks, Inserting Outlook items into e-mail, Working with Appointments, Categorizing appointments, Modifying appointments, Working with Events, Working with meeting requests, Managing meeting requests, Handling meeting responses, Working with personal folders, Working with the Organize page, Working with Signatures, Using voting buttons

Professional Receptionist

To adopt appropriate telephone techniques, To receive visitors professionally, To direct calls correctly, To deal with difficult people and situations, To improve personal effectiveness, To cultivate an overall professional demeanour and what impact this has on the customer and self-confidence

Mock Interviews

Having completed the Positive Interview Techniques module, the delegates then have scheduled into their training plan a mock interview with a recruitment consultant. This gives the individual the opportunity to practise their new knowledge surrounding the interview process. The delegates are given feedback from the recruitment consultant as to their strengths and areas for development.

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.