Personal Presentation

Appropriate Dress

Body language

Appropriate communication

Do’s and don’ts

The HOLT

Work Skills

Programme

Health and Safety at work

Understanding health and safety at work protocols

Staying safe at work

Employee Responsibilities

Fire safety

First Aid

Understanding First Aid

Basic First Aid skills

CPR and Defib training

Recovery position etc

Customer Service

Understanding customer service

Remaining calm in volatile situations

Appropriate communication

When to elevate a complaint

What makes good customer service

 Looking for work

Where to look

How to apply

Who can help

Work Experience

Fully supported with gradual withdrawal for independence

Voluntary work at various sites that is fully supported

Visits from employers

Behaviour for work

Appropriate communication

Punctuality

Workplace protocols

Relationships with colleagues

Interview skills

Maintaining a professional attitude

Answering questions

Asking questions

Applying

Filling in application forms

Writing a personal statement

Writing A CV