

SUMMARY OF MODULES FOR PRE-EMPLOYABILITY

- What Employers Expect – Covers development of the work ethic, attitude and occupational expectations, grooming and personal appearance, recruitment systems, starting and keeping a job, how to handle possible setbacks. Managing the early stages of employment, Health and Safety in the workplace. Arranging suitable childcare and dealing with childcare emergencies.
- Life Skills – Time management/punctuality, why developing a routine is important, travel arrangements and support mechanisms. Financial management (wages, in work benefits, childcare support).
- Communication Skills – Includes The Context of Communication, How People Communicate, Non-Verbal Communication and Active Listening. Use of phones within the workplace.
- Motivation/Self-Esteem – Concentrating on assertiveness, realistic occupational expectations, personal stocktaking and transferable skills. Confidence building, co-operating and collaboration with others, planning and taking action.
- Customer Care Awareness – Topics covered include What is Customer Care? Questioning Skills, Giving Information, Handling complaints and Building Good Customer Relations.
- Team Working – Includes What is a Team, Developing a Team, Roles Within Teams and Solving a Problem as a Member of a Team.
- IT Awareness – Basic training in word processing, use of the internet and e-mailing.
- Action Planning – Covering the benefits of action planning, setting SMART objectives and the creation of an individual action plan.
- Barriers to Employment – Providing up to date labour market intelligence and benefits information concentrating on how to overcome real or perceived hurdles that may prevent clients from finding work, such as a lack of experience or qualifications, age, disabilities, length of unemployment, low aspirations etc. Also includes information on voluntary work, working overseas and distance learning. Equal Opportunities, dealing with discrimination. Resettlement of ex-offenders and how benefit payments effect work placements.
- Telephone Techniques – Guidelines on the skills required when telephoning employers, information on telephone screening, role-play and feedback from experienced trainers.
- Letters of Application – Covers the various types of letters used in job search, the construction of a sample letter, analysis of advertisements, looking for job leads and targeting hidden vacancies.
- Completing Application Forms – Includes information on different types of forms, how employers judge application forms and advice on how to complete a form effectively.
- Curriculum Vitae – As well as providing each participant with a professional and effective CV, the aim of this module is to provide the information to enable them to keep their CVs up to date once they have completed the programme.

- Preparation for Interviews – Group discussion of previous interview experiences, what employers are looking for, different types of interviews and methods of assessment, typical interview questions, preparation for an interview and how to behave during an interview and completion of a mock interview by an experienced trainer.

Programmes may also address some common needs probably through links with other agencies and groups that would provide advice and support in other fields of expertise.

- Enhancement Certificates
- Financial Awareness & Debt
- Disabilities
- Coping with a Prison Record
- Alcohol and Substance Abuse
- Homelessness
- Further Education & Higher Education
- Self-Employment