

# Welcome to Work

*Welcome to Work is available to all new apprentices placed by Damar. It is an intensive set of four, single day training courses which are normally completed by candidates in their first month at work with their new employer.*

*The aim of the programme is to introduce learners to the fundamental skills and knowledge required to be successful in any organisation. With this experience base, it is anticipated that successful completion will result in participants being better placed to perform the role they have been recruited for and allow them to accelerate their career prospects.*

## Course Content

### Session One

#### **Employment rights and responsibilities**

To highlight the roles and responsibilities for every employee in relation to health & safety, equality & diversity and other employment legislation.

#### **Continuous professional development**

To explain the theory of CPD and allow learners to develop action plans for their self development.

### Session Two

#### **Self organisation and time management**

To outline the importance of good time management and highlight effective working methods.

#### **The importance of administration**

To clarify the central role of administration in all workplaces.

### Session Three

#### **Working effectively with other people**

To highlight the importance of good working relationships in the workplace.

#### **Effective communication skills**

To highlight the role of communication and identify how service can be delivered.

### Session Four

#### **Delivering quality customer service**

To highlight the importance of customer service and identify how service can be delivered.

#### **Professional telephone techniques**

To identify the characteristics of good telephone technique and the importance of this to an organisation.

#### **In completing the course, candidates will:**

- ① Understand their employment rights and responsibilities
- ① Be able to effectively manage their own time
- ① Understand the importance of quality customer service
- ① Be able to communicate effectively
- ① Be able to use the telephone professionally
- ① Understand the importance of continuous professional development

#### **And show that they are:**

- ① Confident to meet new people and work effectively with them
- ① Reliable and punctual
- ① Able to communicate effectively
- ① Professional in their approach to work



Part of Damar's Accelerate programme