



Bridges into Work Programme and Course Timetable

(Period: 1st November to 31st January 2014)

Please note that translated copies of the timetable are available on request.

Please contact Hywel Samuel on 01685 727 099.





Personal Support Programme: Employability Sk	ills: Support and Information			
Course	Referrals	Dates & Time	Venue	Dept/Tutor/s
Induction/Coffee Morning	Open referrals: for more details			·
	please contact	Every Monday	Neighbourhood	Gail Powell
If you have anyone who is interested in our	Gail Powell 01685 727456		Learning Centre	Geoffrey Thomas
courses and would like a one to one chat with	Gail.Powell@Merthyr.gov.uk	10.00am-12.00pm		
the tutor / personal support worker, please				
send a referral for coffee morning and we will	Geoff Thomas 01685 725040			
be happy to see them.	Geoffrey.Thomas@Merthyr.gov.uk			
Pre Employment Team: Sector Skills Training				
Work Club NLC	Open referrals: for more details			
	please contact Hannah Hickey on	Every Monday	Neighbourhood	Hannah Hickey
This is a drop in session which takes place	01685 727301 or text WORK		Learning Centre	,
every week at the Neighbourhood Learning	CLUB to 07800 708758	1.00pm- 4.00pm	J	
Centre. This session allows people to receive				
support with job searching, filling in application	Email:	(Excluding Bank		
forms and also updating a CV.	Hannah.Hickey@Merthyr.gov.uk	Holidays)		

Work Club T TEC This is a drop in session which takes place every week at the Treharris Training and Employment Centre. This session allows people to receive support with job searching, filling in application forms and also updating a CV.	Open referrals: for more details please contact Geoff Thomas on 01685 725364 or please contact Karen Jones on 01685 727 077. Email: Geoff Thomas@Merthyr.gov.uk Karen.Jones@Merthyr.gov.uk	Every Tuesday 10.00am - 12.00pm	Treharris Training and Employment Centre	Geoff Thomas Karen Jones
Introduction to Care This course is aimed at people who are looking to gain insight into the care industry and pick up some new skills and qualifications along the way. The course is set over 1 week between the hours of 9.30 - 3.00 and learners will look at the following training Agored Cymru Health & Social Taster Agored Cymru Level 1 Customer Service Skills POVA Awareness Infection Control Awareness Pressure Sores Awareness Candidates do need to have a good level of English to be able to complete the necessary qualifications.	Open referrals: for more details please contact Hannah Hickey Tel: 01685 727301 Email: Hannah.Hickey@Merthyr.gov.uk	11 th - 15 th November 2 nd - 6 th December 9.30am - 3.00pm	Neighborhood Learning Centre	Hannah Hickey
EE Call Centre Course This course is designed to support people who want to work within in the EE Call Centre. Learners will be trained in Customer Service and assiststed with EE online application. Please refer to Hannah for course criteria.	Open referrals: for more details please contact Hannah Hickey Tel: 01685 727301 Email: Hannah.Hickey@Merthyr.gov.uk	19 th - 22 nd November 10 th - 13 th December 14 th - 17 th January 2014 09:30am - 3:00pm	Neighbourhood Learning Centre	Hannah Hickey

Generic Team: Employability Skills Programme: Support and Information				
Employability Skills Course				
2 Day Employability Course	Open referrals: for more details please contact Karen Jones	13 th & 14 th November	Neighbourhood Learning Centre	Karen Jones Hannah Hickey
Agored Cymru Interview Techniques British Computer Society Online Basics Part of the Employability Course and delivered over 2 afternoons, learners will cover the Internet, learn how to browse websites, create their own email address through E Mail and learn how to send, reply,	Tel: 01685 727077 Email: Karen.Jones@Merthyr.gov.uk Email: Hannah.Hickey@Merthyr.gov.uk	27 th & 28 th November 11 th & 12 th December		
forward and send attachments via email. The learners' will gain an accredited British Computer Society qualification upon Completion.		9.30am - 3.30pm		
Retail Course: (4 days) Agored Cymru Retail: Bringing in Orders, Level 1 Agored Cymru Completing and Using a Curriculum Vitae, Entry 3	Open referrals: for more details please contact Julie Jones Tel: 01685 727098 Email: Julie.Jones@Merthyr.gov.uk	11 th -14 th November 2 nd -5 th December	Neighbourhood Learning Centre	Julie Jones
This course includes; till training, displaying of products, stock rotation, shop floor activities and retail customer service.		9.30am - 3.00pm		
Back to Work Basics: (5 days) Agored Cymru Pre Interview Skills Entry 1 Agored Cymru Completing and Using a Curriculum Vitae, Entry 3	Open referrals: for more details please contact Julie Jones Tel: 01685 727098 Email: Julie.Jones@Merthyr.gov.uk	18th - 22nd November 2013	Neighbourhood Learning Centre Llangorse Multi Activity Centre	Julie Jones Martyn Humphreys Rob Edwards
This course is for individuals who have little experience going to a job interview or have not attended an interview for sum time. The course includes; team building activities, looking at appropriate interview dress, planning prior to job interview and job interview preparation.		9.30am - 3:00pm		

Essential Skills Team: Skills Clubs				
Skills Clubs At Skills club we help you brush up your skills in literacy and numeracy by providing support with filling out application forms, writing cover letters and completing your CV.	Open referrals: for more details please contact Jayne Powney Tel: 01685 727384 Email: Jayne.Powney@Merthyr.gov.uk Or please contact Hywel Samuel Tel:01685 727099 Email: Hywel.Samuel@Merthyr.gov.uk	Thursday 9:00am - 4:00pm	Neighbourhood Learning Centre	Cath Chambers Steve Hill
Learn Through the Outdoors: Friday Activity Group and Venture Out				
Course	Referrals	Dates & Time	Venue	Dept/Tutor/s
Learn Through the Outdoors This is an eight week course run every Friday with participants gaining two qualifications, Agored Cymru Physical Recreation, CV Writing. Activities include: Hill Walking, Raft Building, Climbing, Canoeing, Cycling, Archery, Camp Craft, Caving, Map Reading and Navigation. Aims: develop an understanding in Health & Safety, organizational skills, communication; working with others, teamwork, confidence building, country side awareness, planning, leadership and skill build.	Open referals, please contact Martyn Humphreys Tel. 01685 727027 Mob. 07879685799. Email Martyn.humphreys@merthyr.gov.uk	Friday's ongoing 9-30 to 4-00	Neighbourhood Learning Centre	Learn Through the Outdoors Martyn Humphreys Robert Edwards
Venture Out Programme Accredited outdoors activities for individuals who are suffering with, or recovering from, mental health issues. This Programme operates Monday, Wednesday and Thursday morning	Referrals from GP's, communuity mental health team, social services. For further information please contact Martyn Humphreys	12 Week Course Ongoing Monday 10-00 to 3-00	Neighbourhood Learning Centre	Learn Through the Outdoors. Martyn Humphreys Robert Edwards

Monday activities are for clients who are quite	Tel. 01685 727027	Wed 10-00 to	
active.	Mob. 07879685799	3-00	
Activities can include: Hill Walking, Raft	Email		
Building, Climbing, Canoeing, Archery, Cycling,	Martyn.humphreys@merthyr.gov.uk	Thurs 10-00 to	
Camp Craft, Caving, Map Reading and		12-30	
Navigation.			
Wednesday activities are for clients who are			
less active.			
Activities can include low level walking, archery			
and visits to places of historic interest			
Museums, Castles and Country Parks.			
Thursday Morning			
Community garden allotment/greenhouses in			
Cyfarthfa Park. This involves growing plants			
and vegetables and general maintenance of the			
community garden.			

Name of Team: Construction Skills

Course	Referrals	Dates & Time	Venue	Dept/Tutor/s
Construction Skills	Subject to availability			
			Neighbourhood	Mark Kwiecinski
We offer 9 day accredited Agored Cymru Level	Open referrals:	Tue, Wed & Thurs	Learning Centre	Lee Parker
1 courses which are 3 days a week over 3 weeks. Courses available include Carpentry,	for more details please contact	for 3 weeks		
Painting & Decorating, Plastering, Plumbing,	Mark Kwiecinski			
Repair Boundary Walling, Bricklaying and	Tel: 01685 727091			
Tiling.				
	Email:			
We also offer BTEC Entry 3 and Level 1 courses in Produce a Timber Product ,	Mark.Kwiecinski@Merthyr.gov.uk			
Developing Carpentry Skills, Developing Home				
Improvements and Developing Bricklaying Skills which are 18 day courses run over 6 weeks.				

Name of Team: ICT				
Course	Referrals	Dates & Time	Venue	Dept/Tutor/s
ECDL Extra (Full ITQ Level 2) comprises 4 units, accredited by the British Computer	Open Referrals: for more details	Every week:	Neighbourhood Learning Centre	Ken McCaskill
Society (BCS). The first 3 units are Word Processing, Spreadsheets (Excel) and Presentations (PowerPoint), providing a wide	please contact Ken McCaskill, Tel: (01685) 727078.	Monday 10am- 12pm	_	
variety of the skills required within these standard computer applications. The fourth unit, Improving Productivity Using IT, ensures	Email: Kenneth.McCaskill@Merthyr.gov.uk	Tuesday 10am- 12pm		
the most effective and efficient ways to use the software.		Wednesday 10am - 12pm		
Computer & Online Basics (Entry Level 3), accredited by the BCS. This is an introductory level course covering computer basics, word processing, internet and email.		Friday 10am - 12pm		
Miscellaneous IT courses, including Word processing, Spreadsheets and PowerPoint (from		Every week: Monday 2pm-4pm	Treharris Training & Employment Centre	
Entry Level 1 through to Level 1), accredited by Agored Cymru.		Thursday 2pm- 4pm		

Name of Team: Personal Support Integrated Children's Centre (ICC): Personal Development Opportunities Programme (POP)

As well as providing the courses below the Personal Support Team at the ICC team welcomes additional referrals for 1 to 1 Personal Support. At a personal support meeting the participant can explore goals, aspirations and barriers to returning to education and employment as well as signposting to other providers.

Course	Referrals	Dates & Time	Venue	Dept/Tutor/s
Skills Club ICC				
Come along to skills club to learn new skills or brush up on existing skills in literacy and numeracy in a relaxed environment. Participants will work towards accredited qualifications according to their own needs and levels. Classes can be joined at any time of the year.	please contact Rachael O'Hara 01685 727392 or	Every Monday 9am - 12pm	Integrated Children's Centre, Pentrebach. Free childcare available	Liz James, Intergenerational Learning

Childcare places must be booked well in advance.	Belinda.Foulkes@Merthyr.gov.uk Jayne Powney 01685 727384 Jayne.Powney@Merthyr.gov.uk			
Work Club ICC This is a drop in session which takes place every week at the Integrated Children's Centre in Pentrebach. This session allows people to receive support with job searching, filling in application forms and also updating a CV. Childcare places must be booked well in advance	Open referrals: for more details please contact Rachael O'Hara 01685 727392 or Belinda Foulkes 01685 727368 Email: Rachael.O'Hara@Merthyr.gov.uk Belinda.Foulkes@Merthyr.gov.uk	Every Monday 1pm - 3pm	Integrated Children's Centre, Pentrebach.	Rachael O'Hara Belinda Foulkes
Coffee Time Come along to our Coffee Time morning and meet other participants and the Bridges Into Work Team who are based at the Integrated Children's Centre (ICC). Find out more about our courses on offer including the Steps to Excellence Programme and gain an insight into what other providers can offer you. This is a very informal morning and is an opportunity to meet other participants who will be accessing our courses. Childcare places must be booked well in advance	Open referrals: for more details please contact Rachael O'Hara 01685 727392 or Belinda Foulkes 01685 727368 Email: Rachael.O'Hara@Merthyr.gov.uk Belinda.Foulkes@Merthyr.gov.uk	Wednesday 6 th November 2013 9:30am - 12:30pm	Integrated Children's Centre, Pentrebach.	Rachael O'Hara Belinda Foulkes
Steps To Excellence A step to Excellence is a course, which encourages you to think about yourself and how to choose to live your life. It helps you to understand why you think the way you do about yourself and your situation.	Participants need to be referred well in advance for the Steps to Excellence Programme: for more details please contact Belinda Foulkes 01685 727368 or	Tuesday 12 th November Wed 13 th November	Integrated Children's Centre, Pentrebach.	Belinda Foulkes Rachael O'Hara

It shows you how you can go after	Rachael O'Hara 01685 727392			
opportunities with confidence.		Thursday 14 th		
STEPS gives the opportunity to:	Email:	November		
Improve your confidence	Belinda.Foulkes@Merthyr.gov.uk			
 Take more control of your life 		Thursday 21st		
 Decide what you want out of life and set new 	Rachael.O'Hara@Merthyr.gov.uk	November		
goals for the future e.g training and				
employment goals		Friday 22 nd		
 Find and succeed in new opportunities 		November		
 Overcome barriers and improve any chosen 				
area of your life		Tuesday 26 th		
 Become more motivated 		November		
Build your self esteem				
Participants will be able to achieve up to Level		Thursday 28 th		
2 accreditation whilst completing the Steps		November		
Programme.				
The "In The Know" and CV writing is inbuilt into		Friday 29 th		
the Steps course.		November		
'				
Childcare places must be booked well in advance		9:45am - 2:15pm		
,				
		Please note all		
		sessions must be		
		attended.		
		4110114041		
Emergency First Aid in the Work Place				
Level 2				
<u>55.5. 1</u>				
A one day course where participants can learn	Open referrals: for more details	Tuesday 3 rd	Integrated Children's	
basic first aid skills such as CPR, primary and	please contact	December	Centre, Pentrebach.	
secondary survey and the recovery position.	Rachael O'Hara 01685 727392 or	2000111201	Commo, rom obach.	
Learners will be assessed through practical and	Belinda Foulkes 01685 727368	9:30 am - 5:00 pm		
theoretical testing.	25	pin old pin		
meer errear rearing.	Email:			
Childcare places must be booked well in advance	Rachael.O'Hara@Merthyr.gov.uk			
Time tall a placed mast be booked went in davance				
	Belinda.Foulkes@Merthyr.gov.uk			
	Sometimes of Morning Ligovida			
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Coffee Time				
Come along to our Coffee Time morning and meet other participants and the Bridges Into Work Team who are based at the Integrated Children's Centre (ICC). Find out more about our courses on offer including the Steps to Excellence Programme and gain an insight into what other providers can offer you. This is a very informal morning and is an opportunity to meet other participants who will be accessing our courses.	Open referrals: for more details please contact Rachael O'Hara 01685 727392 or Belinda Foulkes 01685 727368 Email: Rachael.O'Hara@Merthyr.gov.uk Belinda.Foulkes@Merthyr.gov.uk	Tuesday 17 th December 2013 9:30am - 12:30pm	Integrated Children's Centre, Pentrebach.	Rachael O'Hara Belinda Foulkes
Childcare places must be booked well in advance.				

Name of Team: Bridges into Work, The College Merthyr Tydfil Hospitality Programme

Course	Referrals	Dates & Time	Venue	Dept/Tutor/s
Work Club and Employability Skills Job Search CV Writing Application Forms Access to Internet 1 - 2 - 1 Support Confidence Building	Email or ring Steve Roberts at the Bridges into Work office, located within the College to register your interest Tel No. 01685 726124 Email. s.douglasroberts@merthyr.ac.uk	Friday 1 st November 2013 9am – 4pm	Castle House, Glebeland Street	Personal Support Team: Katie Treweeks Ruth James Cath Clark Richard Daniel
Work Club and Employability Skills Job Search CV Writing Application Forms Access to Internet 1 - 2 - 1 Support Confidence Building	or just drop in to Castle House on the day Email or ring Steve Roberts at the Bridges into Work office, located within the College to register your interest Tel No. 01685 726124 Email. s.douglasroberts@merthyr.ac.uk or just drop into Castle House on the day	Monday 4 th November 2013 9am – 4pm	Castle House, Glebeland Street	Personal Support Team: Katie Treweeks Ruth James Cath Clark Richard Daniel

Interview Techniques Workshop	Email or ring Steve Roberts at the			
·	Bridges into Work office, located	Tuesday 5 th	Castle House, Glebeland	Richard Daniel
■ Be prepared	within the College to register your	November 2013	Street	
■ CV	interest			
 Think about the position you have applied for 	es	10am – 1pm		
Do your research	Tel No. 01685 726124	100111 10111		
Referees	161 NO. 01083 720124			
■ What to wear				
	Free:I			
 Personal presentation 	Email.			
 Arriving on time 	s.douglasroberts@merthyr.ac.uk			
 Once you are there 				
Behaviour				
Concentrate				
Listen and digest				
 Questions you could ask 				
Food Safety in Catering Level 2	Email or ring Steve Roberts at the	Tuesday 5 th	Castle House, Glebeland	Ros Smith
	Bridges into Work office, located	November 2013	Street	
 Basic Microbiology 	within the College to register your			
 Food poisoning and food borne disease 	interest	9am – 4.30pm		
 Contamination and prevention 		·		
 Purchase to service 	Tel No. 01685 726124			
Personal hygiene				
Design and construction	Email.			
 Food pests and controls 	s.douglasroberts@merthyr.ac.uk			
 Cleaning and disinfection 	s.dodglasi oberts@mertifyr.ac.uk			
Food Safety Legislation				
• •	Duon in at the Community Control of	Wednesday 6 th	Abarfar Carranit.	Damanal Commant Tanana
Work Club & Employability Skills	Drop in at the Community Centre, no appointment necessary	November 2013	Aberfan Community Centre Library	Personal Support Team: Katie Treweeks
Job Search	appointment necessary	November 2013	Centre Library	Ratie freweeksRuth James
CV Writing		0am - 4nm		- Ruth James
<u> </u>		9am – 4pm		
 Application Forms 				
 Access to Internet 				
■ 1 – 2 – 1 Support				
 Confidence Building 		th.		
World Host Award	Email or ring Steve Roberts at the	Wednesday 6 th	Castle House, Glebeland	Ros Smith
Principles of Customer Service Level 2	Bridges into Work office, located	November 2013	Street	
	within the College to register your			
 Purpose of Customer Service 	interest	9am – 4.30pm		
 Welcoming People Skills 				
First Impressions	Tel No. 01685 726124			
 Communication Process 				
Effective Listening	Email.			
	s.douglasroberts@merthyr.ac.uk			
All Wales Manual Handling Passport A – B Level 2				
	Email or ring Steve Roberts at the	Thursday 7 th	Castle House, Glebeland	Ros Smith
 Manual handling injuries 	Bridges into Work office, located	November 2013	Street	
 Avoid muscular-skeletal injuries 	within the College to register your			
, trota triadoutar diferent injuries	within the conege to register your		1	1

Legislation	interest	9.30am – 12.30pm		
 Ergonomics and risk assessment 				
Principles of safer handling	Tel No. 01685 726124			
Team handling				
Communication	Email.			
 How to safely life an object from the floor 	s.douglasroberts@merthyr.ac.uk			
3Gs Youth Hub Work Club	Drop in at the 3Gs, no appointment	Thursday 7 th	3Gs Development Trust	Personal Support Team:
	necessary	November 2013	Gurnos Shops	Katie Treweeks
Job Search			Gurnos	Ruth James
CV Writing		9.30am – 2pm		Cath Clark
Application Forms				Richard Daniel
 Access to Internet 				
■ 1-2-1 Support				
Confidence Building				
Work Club & Employability Skills	Email or ring Steve Roberts at the Bridges into Work office, located	Friday 8 th November 2013	Castle House, Glebeland Street	Personal Support Team: Katie Treweeks
Job Search	within the College to register your			Ruth James
CV Writing	interest	9am – 4pm		Cath Clark
Application Forms		'		 Richard Daniel
Access to Internet	Tel No. 01685 726124			
■ 1 – 2 – 1 Support				
Confidence Building	Email.			
G	s.douglasroberts@merthyr.ac.uk			
	or just drop into Castle House on the day			
Work Club & Employability Skills	Email or ring Steve Roberts at the	Monday 11 th	Castle House, Glebeland	Personal Support Team:
	Bridges into Work office, located	November 2013	Street	Katie Treweeks
Job Search	within the College to register your			Ruth James
CV Writing	interest	9am – 4pm		Cath Clark
 Application Forms 				 Richard Daniel
 Access to Internet 	Tel No. 01685 726124			
 1 − 2 − 1 Support 				
 Confidence Building 	Email.			
	s.douglasroberts@merthyr.ac.uk			
	or just drop into Castle House on the day			
Health & Safety in the Workplace Level 2	Email or ring Steve Roberts at the	Tuesday 12 th	Castle House, Glebeland	Ros Smith
meanin & safety in the workplace Level 2	Bridges into Work office, located	November 2013	Street	NUS SIIIIII
 Understanding the principles of health 	within the College to register your	November 2013	Sueet	
and safety and	interest	9am – 4.30pm		
accident prevention	interest	3a111 - 4.3Up111		
accident preventionAbility to contribute to any health and safety	Tel No. 01685 726124			
	TELINO. 01003 /20124			
management system				

				T
 Understand the importance of risk 	Email.			
assessment	s.douglasroberts@merthyr.ac.uk			
 Understand the responsibilities placed on 				
employers and employees				
 Understand hazard, risk and main causes of 				
harm to workers				
 Understand the importance of following 				
systems, procedures and rules		+h		
Interview Techniques	Email or ring Steve Roberts at the	Tuesday 12 th	Castle House, Glebeland	Richard Daniel
	Bridges into Work office, located	November 2013	Street	
Be prepared	within the College to register your			
■ CV	interest	10am – 1pm		
 Think about the position you have applied for 		'		
 Do your research 	Tel No. 01685 726124			
Referees	Ter No. 01003 720124			
	Fm - 9			
■ What to wear	Email.			
 Personal presentation 	s.douglasroberts@merthyr.ac.uk			
 Arriving on time 				
Once you are there				
Behaviour				
Concentrate				
 Listen and digest 				
 Questions you could ask 				
Work Club & Employability Skills	Drop in at the Community Centre, no	Wednesday 13 th	Aberfan Community	Personal Support Team:
Work Club & Employability Skills	I	•	-	
- Isla Council	appointment necessary	November 2013	Centre Library	Ratic Hewceks
Job Search				Ruth James
CV Writing				
Application Forms				
 Access to Internet 				
■ 1-2-1 Support				
Confidence Building				
Emergency First Aid Level 2	Email or ring Steve Roberts at the	Thursday 14 th	Castle House, Glebeland	Richard Daniel
	Bridges into Work office, located	November 2013	Street	
 Health and safety (First Aid) regulations 	within the College to register your			
Managing an incident	interest	9am – 4.30pm		
The priorities of first aid	interest	Jain 4.30pin		
	Tal No. 01005 720124			
•	Tel No. 01685 726124			
Resuscitation				
■ Shock	Email.			
Choking	s.douglasroberts@merthyr.ac.uk			
Seizures				
Bleeding				
 Common workplace injuries 				
3Gs Youth Hub Work Club	Drop in at the 3Gs, no appointment	Thursday 14 th	3Gs Development Trust,	Personal Support Team:
	necessary	November 2013	Gurnos Shops	Katie Treweeks
Job Search	ilecessury	1.0001111501 2019	•	
i jub jearui			(allrnos	■ Ruth lames
CV Writing		9am – 2pm	Gurnos	Ruth JamesCath Clark

 Application Forms Access to Internet 1 - 2 - 1 Support 				■ Richard Daniel
 Confidence Building Work Club & Employability Skills Job Search CV Writing Application Forms Access to Internet 1 - 2 - 1 Support Confidence Building 	Email or ring Steve Roberts at the Bridges into Work office, located within the College to register your interest Tel No. 01685 726124 Email. s.douglasroberts@merthyr.ac.uk or just drop into Castle House on the day	Friday 15 th November 2013 9am – 4pm	Castle House, Glebeland Street	Personal Support Team: Katie Treweeks Ruth James Cath Clark Richard Daniel
Work Club & Employability Skills Job Search CV Writing Application Forms Access to Internet 1-2-1 Support Confidence Building	Email or ring Steve Roberts at the Bridges into Work office, located within the College to register your interest Tel No. 01685 726124 Email. s.douglasroberts@merthyr.ac.uk or just call into Castle House on the day	Monday 18 th November 2013 9am – 4pm	Castle House, Glebeland Street	Personal Support Team: Katie Treweeks Ruth James Cath Clark Richard Daniel
Interview Techniques Be prepared CV Think about the position you have applied for Do your research Referees What to wear Personal presentation Arriving on time Once you are there Behaviour Concentrate Listen and digest Questions you could ask	Email or ring Steve Roberts at the Bridges into Work office, located within the College to register your interest Tel No. 01685 726124 Email. s.douglasroberts@merthyr.ac.uk	Tuesday 19 th November 2013 10am –1pm	Castle House, Glebeland Street	Richard Daniel

Food Safety in Catering Level 2	Email or ring Steve Roberts at the	Tuesday 19 th	Castle House, Glebeland	Ros Smith
	Bridges into Work office, located	November 2013	Street	
Basic Microbiology	within the College to register your			
 Food poisoning and food borne disease 	interest	9am – 4.30pm		
Contamination and prevention				
Purchase to service	Tel No. 01685 726124			
Personal hygiene				
Design and construction				
Food pests and controls	Email.			
Cleaning and disinfection	s.douglasroberts@merthyr.ac.uk			
Food Safety Legislation				
Work Club & Employability Skills	Drop in at the Community Centre, no appointment necessary	Wednesday 20 th November 2013	Aberfan Community Centre Library	Personal Support Team: Katie Treweeks
Job Search	,		,	Ruth James
CV Writing		9am – 4pm		
Application Forms		r		
 Access to Internet 				
■ 1-2-1 Support				
 Confidence Building 				
World Host Award	Email or ring Steve Roberts at the	Wednesday 20 th	Castle House, Glebeland	Ros Smith
Principles of Customer Service Level 3	Bridges into Work office, located	November 2013	Street	
	within the College to register your			
 Develop a customer service culture in 	interest	9am – 4.3pm		
business				
 Good practice techniques 	Tel No. 01685 726124			
 Build teams and motivate colleagues 				
 Monitor and communicate levels of customer 	Email.			
service performance	s.douglasroberts@merthyr.ac.uk			
 Customer Charter 				
3Gs Youth Hub Work Club	Drop in at the 3Gs, no appointment	Thursday 21 st	3Gs Development Trust,	Personal Support Team:
	necessary	November 2013	Gurnos Shops, Gurnos	Katie Treweeks
Job Search	,			Ruth James
CV Writing		9am – 2pm		Cath Clark
 Application Forms 		,		 Richard Daniel
 Access to Internet 				
■ 1 – 2 – 1 Support				
 Confidence Building 				
Work Club & Employability Skills	Email or ring Steve Roberts at the	Friday 22 nd	Castle House, Glebeland	Personal Support Team:
	Bridges into Work office, located	Novembe3r 2013	Street	 Katie Treweeks
Job Search	within the College to register your			Ruth James
CV Writing	interest	9am – 4pm		Cath Clark
 Application Forms 				 Richard Daniel
 Access to Internet 	Tel No. 01685 726124			
■ 1 – 2 – 1 Support				
 Confidence Building 	Email.			
	s.douglasroberts@merthyr.ac.uk			
	<u> </u>			

	or just drop into Castle House on the day			
 Work Club & Employability Skills Job Search CV Writing Application Forms Access to Internet 1 - 2 - 1 Support Confidence Building 	Email or ring Steve Roberts at the Bridges into Work office, located within the College to register your interest Tel No. 01685 726124 Email. s.douglasroberts@merthyr.ac.uk or just drop into Castle House on the	Monday 25 th November 2013 9am – 4pm	Castle House, Glebeland Street	Personal Support Team: Katie Treweeks Ruth James Cath Clark Richard Daniel
Interview Techniques Be prepared CV Think about the position you have applied for Do your research Referees What to wear Personal presentation Arriving on time Once you are there Behaviour Concentrate Listen and digest Questions you could ask	day Email or ring Steve Roberts at the Bridges into Work office, located within the College to register your interest Tel No. 01685 726124 Email. s.douglasroberts@merthyr.ac.uk	Tuesday 26 th November 2013 10am – 1pm	Castle House, Glebeland Street	Personal Support Team: Katie Treweeks Ruth James Cath Clark Richard Daniel
Work Club & Employability Skills Job Search CV Writing Application Forms Access to Internet 1 - 2 - 1 Support Confidence Building	Drop in at the Community Centre, no appointment necessary	Wednesday 27 th November 2013	Aberfan Community Centre Library	Personal Support Team: Katie Treweeks Ruth James
Food Safety in Catering Level 2 Basic Microbiology Food poisoning and food borne disease Contamination and prevention Purchase to service Personal hygiene Design and construction Food pests and controls Cleaning and disinfection	Email or ring Steve Roberts at the Bridges into Work office, located within the College to register your interest Tel No. 01685 726124 Email. s.douglasroberts@merthyr.ac.uk	Wednesday 27 th November 2013 9am – 4.30pm	Castle House, Glebeland Street	Ros Smith

 Food Safety Legislation 				
Health & Safety in the Workplace Level 2 Understanding the principles of health and safety and accident prevention Ability to contribute to any health and safety management system Understand the importance of risk assessment Understand the responsibilities placed on employers and employees Understand hazard, risk and main causes of harm to workers Understand the importance of following systems, procedures and rules Understand how individual action can reduce risks to health and safety	Email or ring Steve Roberts at the Bridges into Work office, located within the College to register your interest Tel No. 01685 726124 Email. s.douglasroberts@merthyr.ac.uk	Thursday 28 th November 2013 9am – 4.30pm	Castle House, Glebeland Street	Ros Smith
3Gs Youth Hub Work Club ■ Job Search ■ CV Writing ■ Application Forms ■ Access to Internet ■ 1 – 2 – 1 Support ■ Confidence Building	Drop in at the 3Gs, no appointment necessary	Thursday 28 th November 2013 9am – 2pm	3Gs Development Trust, Gurnos Shops, Gurnos	Personal Support Team: Katie Treweeks Ruth James Cath Clark Richard Daniel
Work Club & Employability Skills Job Search CV Writing Application Forms Access to Internet 1 - 2 - 1 Support Confidence Building	Email or ring Steve Roberts at the Bridges into Work office, located within the College to register your interest Tel No. 01685 726124 Email. s.douglasroberts@merthyr.ac.uk or just drop into Castle House on the day	Friday 29 th November 2013 9am – 4pm	Castle House, Glebeland Street	Personal Support Team: Katie Treweeks Ruth James Cath Clark Richard Daniel
Work Club & Employability Skills Job Search CV Writing Application Forms Access to Internet 1 - 2 - 1 Support Confidence Building	Email or ring Steve Roberts at the Bridges into Work office, located within the College to register your interest Tel No. 01685 726124 Email.	Monday 2 nd December 2013 9am – 4pm	Castle House, Glebeland Street	Personal Support Team: Katie Treweeks Ruth James Cath Clark Richard Daniel

	s.douglasroberts@merthyr.ac.uk			
	or just drop into Castle House on the day			
Interview Techniques	Email or ring Steve Roberts at the Bridges into Work office, located	Tuesday 3 rd December 2013	Castle House, Glebeland Street	Richard Daniel
 Be prepared CV Think about the position you have applied for Do your research Referees What to wear Personal presentation Arriving on time Once you are there Behaviour Concentrate 	within the College to register your interest Tel No. 01685 726124 Email. s.douglasroberts@merthyr.ac.uk	10am – 1pm		
Listen and digestQuestions you could ask				
 Health and safety (First Aid) regulations Managing an incident The priorities of first aid Treatment of an unconscious casualty Resuscitation Shock Choking Seizures Bleeding Common workplace injuries 	Email or ring Steve Roberts at the Bridges into Work office, located within the College to register your interest Tel No. 01685 726124 Email. s.douglasroberts@merthyr.ac.uk	Tuesday 3 rd December 2013 9am – 4pm	Castle House, Glebeland street	Cath Clark
Work Club & Employability Skills ■ Job Search ■ CV Writing ■ Application Forms ■ Access to Internet ■ 1 - 2 - 1 Support ■ Confidence Building	Drop in at the Community Centre, no appointment necessary	Wednesday 4 th December 2013 9am – 4pm	Aberfan Community Centre Library	Personal Support Team: Katie Treweeks Ruth James
All Wales Manual Handling Passport A – B Level 2 Manual handling injuries Avoid muscular-skeletal injuries Legislation Ergonomics and risk assessment Principles of safer handling Team handling	Email or ring Steve Roberts at the Bridges into Work office, located within the College to register your interest Tel No. 01685 726124 Email.	Wednesday 4 th December 2013 9.30am – 12.30pm	Castle House, Glebeland Street	Ros Smith

Communication	s.douglasroberts@merthyr.ac.uk			
 How to safely life an object from the floor 				
World Host Award Principles of Customer Service Level 2	Email or ring Steve Roberts at the Bridges into Work office, located within the College to register your	Thursday 5 th December 2013	Castle House, Glebeland Street	Ros Smith
Purpose of Customer ServiceWelcoming People Skills	interest	9am – 4.30pm		
First ImpressionsCommunication Process	Tel No. 01685 726124			
Effective Listening	Email. s.douglasroberts@merthyr.ac.uk	th.		
3Gs Youth Hub Work Club	Drop in at the 3Gs, no appointment necessary	Thursday 5 th December 2013	3Gs Development Trust, Gurnos Shops, Gurnos	Personal Support Team: • Katie Treweeks
 Job Search CV Writing Application Forms Access to Internet 1-2-1 Support Confidence Building 		9am – 2pm		 Ruth James Cath Clark Richard Daniel
Work Club & Employability Skills	Email or ring Steve Roberts at the Bridges into Work office, located	Friday 6 th December 2013	Castle House, Glebeland Street	Personal Support Team: Katie Treweeks
 Job Search CV Writing Application Forms Access to Internet 	within the College to register your interest Tel No. 01685 726124	9am – 4pm		Ruth JamesCath ClarkRichard Daniel
 1-2-1 Support Confidence Building 	Email. s.douglasroberts@merthyr.ac.uk			
	or just drop into Castle House on the day			
Work Club & Employability Skills Job Search CV Writing Application Forms	Email or ring Steve Roberts at the Bridges into Work office, located within the College to register your interest	Monday 9 th December 2013 9am – 4pm	Castle Street, Glebeland Street	Personal Support Team: Katie Treweeks Ruth James Cath Clark Richard Daniel
Access to Internet1-2-1 Support	Tel No. 01685 726124			
 Confidence Building 	Email. s.douglasroberts@merthyr.ac.uk or just drop into Castle House on the			
Interview Techniques	day Email or ring Steve Roberts at the	Tuesday 10 th	Castle House, Glebeland	Richard Daniel
Be preparedCV	Bridges into Work office, located within the College to register your interest	December 2013 10am – 1pm	Street	

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 Think about the position you have applied for 				
Do your research	Tel No. 01685 726124			
Referees				
What to wear	Email.			
 Personal presentation 	s.douglasroberts@merthyr.ac.uk			
 Arriving on time 				
 Once you are there 				
 Behaviour 				
Concentrate				
Listen and digest				
 Questions you could ask 				
Work Club & Employability Skills	Drop in to the Community Centre, no	Wednesday 11 th	Aberfan Community	Personal Support Team:
Work club & Employability Skills	appointment necessary	December 2013	Centre Library	Katie Treweeks
■ Job Search	appointment necessary	December 2013	Centre Library	Ratie freweeksRuth James
		0000 4000		- Rutifianies
CV Writing		9am – 4pm		
Application Forms Access to Internet				
• Access to Internet				
■ 1-2-1 Support				
Confidence Building		th		
World Host Award	Email or ring Steve Roberts at the	Thursday 12 th	Castle House, Glebeland	Ros Smith
Principles of Customer Service Level 3	Bridges into Work office, located	December 2013	Street	
	within the College to register your			
 Develop a customer service culture in 	interest	9am – 4.30pm		
business				
 Good practice techniques 	Tel No. 01685 726124			
 Build teams and motivate colleagues 				
 Monitor and communicate levels of customer 	Email.			
service performance	s.douglasroberts@merthyr.ac.uk			
 Customer Charter 				
3Gs Youth Hub Work Club	Drop in to the 3Gs, no appointment	Thursday 12 th	3Gs Development Trust,	Personal Support Team:
Ses routh has work class	necessary	December 2013	Gurnos Shops, Gurnos	Katie Treweeks
■ Job Search	necessary	December 2013	Guillos Shops, Guillos	Ratie TreweeksRuth James
		02m 2nm		Cath Clark
CV Writing Application Forms		9am – 2pm		
 Application Forms 				Richard Daniel
• Access to Internet				
■ 1 – 2 – 1 Support				
Confidence Building	_ , , , , , , , , , , , , , , , , , , ,			
Work Club & Employability Skills	Email or ring Steve Roberts at the	Friday 13 th December	Castle House, Glebeland	Personal Support Team:
	Bridges into Work office, located	2013	Street	Katie Treweeks
Job Search	within the College to register your			Ruth James
CV Writing	interest	9am – 4pm		Cath Clark
Application Forms				 Richard Daniel
 Access to Internet 	Tel No. 01685 726124			
Access to Internet1 - 2 - 1 Support	Tel No. 01685 726124			
	Tel No. 01685 726124 Email.			
■ 1 – 2 – 1 Support				

	or just drop into Castle House on the			
	day			
Work Club & Employability Skills	Email or ring Steve Roberts at the Bridges into Work office, located	Monday 16 th December 2013	Castle House, Glebeland Street	Personal Support Team: Katie Treweeks
■ Job Search	within the College to register your	December 2013	Street	Ratio freweeksRuth James
CV Writing	interest	9am – 4pm		Cath Clark
Application Forms	merest	эшн чрш		 Richard Daniel
Access to Internet	Tel No. 01685 726124			Titeriara Barrier
■ 1 – 2 – 1 Support				
Confidence Building	Email.			
	s.douglasroberts@merthyr.ac.uk			
	or just drop into Castle House on the			
	day			
Interview Techniques Workshop	Email or ring Steve Roberts at the	Tuesday 17 th	Castle House, Glebeland	Richard Daniel
	Bridges into Work office, located	December 2013	Street	
Be prepared	within the College to register your			
■ CV	interest	10am – 1pm		
 Think about the position you have applied for 				
Do your research	Tel No. 01685 726124			
Referees				
What to wear	Email.			
 Personal presentation 	s.douglasroberts@merthyr.ac.uk			
 Arriving on time 				
Once you are there				
Behaviour				
Concentrate				
Listen and digest Overtions you could call				
Questions you could ask				