



## Bridges into Work Programme and Course Timetable

(Period: 1st November to 31<sup>st</sup> 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: <b>Employability Skills: Support and Information</b>				
Course	Referrals	Dates & Time	Venue	Dept/Tutor/s
<b><u>Induction/Coffee Morning</u></b>  If you have anyone who is interested in our courses and would like a one to one chat with the tutor / personal support worker, please send a referral for coffee morning and we will be happy to see them.	Open referrals: for more details please contact Gail Powell 01685 727456 <a href="mailto:Gail.Powell@Merthyr.gov.uk">Gail.Powell@Merthyr.gov.uk</a>  Geoff Thomas 01685 725040 <a href="mailto:Geoffrey.Thomas@Merthyr.gov.uk">Geoffrey.Thomas@Merthyr.gov.uk</a>	Every Monday  10.00am-12.00pm	Neighbourhood Learning Centre	Gail Powell Geoffrey Thomas
Pre Employment Team: <b>Sector Skills Training</b>				
<b><u>Work Club NLC</u></b>  This is a drop in session which takes place every week at the Neighbourhood Learning 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 Hannah Hickey on 01685 727301 or text WORK CLUB to 07800 708758  Email: <a href="mailto:Hannah.Hickey@Merthyr.gov.uk">Hannah.Hickey@Merthyr.gov.uk</a>	Every Monday  1.00pm- 4.00pm  ( Excluding Bank Holidays )	Neighbourhood Learning Centre	Hannah Hickey

<p><b><u>Work Club T TEC</u></b></p> <p>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.</p>	<p>Open referrals: for more details please contact Geoff Thomas on 01685 725364 or please contact Karen Jones on 01685 727 077.</p> <p>Email:  <a href="mailto:Geoff.Thomas@Merthyr.gov.uk">Geoff.Thomas@Merthyr.gov.uk</a>  <a href="mailto:Karen.Jones@Merthyr.gov.uk">Karen.Jones@Merthyr.gov.uk</a></p>	<p>Every Tuesday 10.00am - 12.00pm</p>	<p>Treharris Training and Employment Centre</p>	<p>Geoff Thomas Karen Jones</p>
<p><b><u>Introduction to Care</u></b></p> <p>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</p> <p>Agored Cymru Health &amp; Social Taster  Agored Cymru Level 1 Customer Service Skills  POVA Awareness  Infection Control Awareness  Pressure Sores Awareness</p> <p>Candidates do need to have a good level of English to be able to complete the necessary qualifications.</p>	<p>Open referrals: for more details please contact Hannah Hickey</p> <p>Tel: 01685 727301</p> <p>Email:  <a href="mailto:Hannah.Hickey@Merthyr.gov.uk">Hannah.Hickey@Merthyr.gov.uk</a></p>	<p>11<sup>th</sup> - 15<sup>th</sup> November</p> <p>2<sup>nd</sup> - 6<sup>th</sup> December</p> <p>9.30am - 3.00pm</p>	<p>Neighborhood Learning Centre</p>	<p>Hannah Hickey</p>
<p><b><u>EE Call Centre Course</u></b></p> <p>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.</p>	<p>Open referrals: for more details please contact Hannah Hickey</p> <p>Tel: 01685 727301</p> <p>Email:  <a href="mailto:Hannah.Hickey@Merthyr.gov.uk">Hannah.Hickey@Merthyr.gov.uk</a></p>	<p>19<sup>th</sup> - 22<sup>nd</sup> November</p> <p>10<sup>th</sup> - 13<sup>th</sup> December</p> <p>14<sup>th</sup> - 17<sup>th</sup> January 2014</p> <p>09:30am - 3:00pm</p>	<p>Neighbourhood Learning Centre</p>	<p>Hannah Hickey</p>

**Generic Team: Employability Skills Programme: Support and Information**

<p><b><u>Employability Skills Course</u></b></p> <p><b>2 Day Employability Course</b></p> <p><b>Agored Cymru Interview Techniques</b>  <b>British Computer Society Online Basics</b>          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, forward and send attachments via email. The learners' will gain an accredited British Computer Society qualification upon Completion.</p>	<p>Open referrals: for more details please contact Karen Jones          Tel: 01685 727077          Email: <a href="mailto:Karen.Jones@Merthyr.gov.uk">Karen.Jones@Merthyr.gov.uk</a></p> <p>Email: <a href="mailto:Hannah.Hickey@Merthyr.gov.uk">Hannah.Hickey@Merthyr.gov.uk</a></p>	<p>13<sup>th</sup> &amp; 14<sup>th</sup> November</p> <p>27<sup>th</sup> &amp; 28<sup>th</sup> November</p> <p>11<sup>th</sup> &amp; 12<sup>th</sup> December</p> <p>9.30am - 3.30pm</p>	<p>Neighbourhood Learning Centre</p>	<p>Karen Jones Hannah Hickey</p>
<p><b><u>Retail Course:</u></b> (4 days)          Agored Cymru Retail: Bringing in Orders, Level 1          Agored Cymru Completing and Using a Curriculum Vitae, Entry 3</p> <p>This course includes; till training, displaying of products, stock rotation, shop floor activities and retail customer service.</p>	<p>Open referrals: for more details please contact Julie Jones          Tel: 01685 727098          Email: <a href="mailto:Julie.Jones@Merthyr.gov.uk">Julie.Jones@Merthyr.gov.uk</a></p>	<p>11<sup>th</sup>-14<sup>th</sup> November</p> <p>2<sup>nd</sup>-5<sup>th</sup> December</p> <p>9.30am - 3.00pm</p>	<p>Neighbourhood Learning Centre</p>	<p>Julie Jones</p>
<p><b><u>Back to Work Basics:</u></b>          (5 days)          Agored Cymru Pre Interview Skills Entry 1          Agored Cymru Completing and Using a Curriculum Vitae, Entry 3</p> <p>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.</p>	<p>Open referrals: for more details please contact Julie Jones          Tel: 01685 727098          Email: <a href="mailto:Julie.Jones@Merthyr.gov.uk">Julie.Jones@Merthyr.gov.uk</a></p>	<p>18th - 22nd November 2013</p> <p>9.30am - 3:00pm</p>	<p>Neighbourhood Learning Centre</p> <p>Llangorse Multi Activity Centre</p>	<p>Julie Jones</p> <p>Martyn Humphreys</p> <p>Rob Edwards</p>

## 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](mailto:Jayne.Powney@Merthyr.gov.uk)

Or please contact Hywel Samuel  
Tel: 01685 727099

Email:  
[Hywel.Samuel@Merthyr.gov.uk](mailto: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
<p><u>Learn Through the Outdoors</u></p> <p>This is an eight week course run every Friday with participants gaining two qualifications, Agored Cymru Physical Recreation, CV Writing.</p> <p>Activities include: Hill Walking, Raft Building, Climbing, Canoeing, Cycling, Archery, Camp Craft, Caving, Map Reading and Navigation.</p> <p><b>Aims:</b> develop an understanding in Health &amp; Safety, organizational skills, communication; working with others, teamwork, confidence building, country side awareness, planning, leadership and skill build.</p>	<p>Open referrals, please contact Martyn Humphreys Tel. 01685 727027 Mob. 07879685799.</p> <p>Email <a href="mailto:Martyn.humphreys@merthyr.gov.uk">Martyn.humphreys@merthyr.gov.uk</a></p>	<p>Friday's ongoing 9-30 to 4-00</p>	<p>Neighbourhood Learning Centre</p>	<p>Learn Through the Outdoors</p> <p>Martyn Humphreys Robert Edwards</p>
<p><u>Venture Out Programme</u></p> <p>Accredited outdoors activities for individuals who are suffering with, or recovering from, mental health issues.</p> <p>This Programme operates Monday, Wednesday and Thursday morning</p>	<p>Referrals from GP's, community mental health team, social services.</p> <p>For further information please contact Martyn Humphreys</p>	<p>12 Week Course Ongoing</p> <p>Monday 10-00 to 3-00</p>	<p>Neighbourhood Learning Centre</p>	<p>Learn Through the Outdoors.</p> <p>Martyn Humphreys Robert Edwards</p>

<p><b>Monday</b> activities are for clients who are quite active. Activities can include: Hill Walking, Raft Building, Climbing, Canoeing, Archery, Cycling, Camp Craft, Caving, Map Reading and Navigation.</p> <p><b>Wednesday</b> 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.</p> <p><b>Thursday Morning</b> Community garden allotment/greenhouses in Cyfarthfa Park. This involves growing plants and vegetables and general maintenance of the community garden.</p>	<p>Tel. 01685 727027 Mob. 07879685799 Email <a href="mailto:Martyn.humphreys@merthyr.gov.uk">Martyn.humphreys@merthyr.gov.uk</a></p>	<p>Wed 10-00 to 3-00</p> <p>Thurs 10-00 to 12-30</p>		
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**Name of Team: Construction Skills**

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

**Name of Team: ICT**

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

**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
<p><b><u>Skills Club ICC</u></b></p> <p>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.</p>	<p>Open referrals: for more details please contact Rachael O'Hara 01685 727392 or Belinda Foulkes 01685 727368</p> <p>Email: <a href="mailto:Rachael.O'Hara@Merthyr.gov.uk">Rachael.O'Hara@Merthyr.gov.uk</a></p>	<p>Every Monday</p> <p>9am - 12pm</p>	<p>Integrated Children's Centre, Pentrebach.</p> <p>Free childcare available</p>	<p>Liz James, Intergenerational Learning</p>

Childcare places must be booked well in advance.	<a href="mailto:Belinda.Foulkes@Merthyr.gov.uk">Belinda.Foulkes@Merthyr.gov.uk</a>  Jayne Powney 01685 727384 <a href="mailto:Jayne.Powney@Merthyr.gov.uk">Jayne.Powney@Merthyr.gov.uk</a>			
<b><u>Work Club ICC</u></b>  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: <a href="mailto:Rachael.O'Hara@Merthyr.gov.uk">Rachael.O'Hara@Merthyr.gov.uk</a> <a href="mailto:Belinda.Foulkes@Merthyr.gov.uk">Belinda.Foulkes@Merthyr.gov.uk</a>	Every Monday  1pm - 3pm	Integrated Children's Centre, Pentrebach.	Rachael O'Hara Belinda Foulkes
<b><u>Coffee Time</u></b>  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: <a href="mailto:Rachael.O'Hara@Merthyr.gov.uk">Rachael.O'Hara@Merthyr.gov.uk</a>  Belinda. <a href="mailto:Foulkes@Merthyr.gov.uk">Foulkes@Merthyr.gov.uk</a>	Wednesday 6 <sup>th</sup> November 2013 9:30am - 12:30pm	Integrated Children's Centre, Pentrebach.	Rachael O'Hara Belinda Foulkes
<b><u>Steps To Excellence</u></b> 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 <sup>th</sup> November  Wed 13 <sup>th</sup> November	Integrated Children's Centre, Pentrebach.	Belinda Foulkes Rachael O'Hara

<p>It shows you how you can go after opportunities with confidence.          STEPS gives the opportunity to:</p> <ul style="list-style-type: none"> <li>▪ Improve your confidence</li> <li>▪ Take more control of your life</li> <li>▪ Decide what you want out of life and set new goals for the future e.g training and employment goals</li> <li>▪ Find and succeed in new opportunities</li> <li>▪ Overcome barriers and improve any chosen area of your life</li> <li>▪ Become more motivated</li> <li>▪ Build your self esteem</li> </ul> <p>Participants will be able to achieve up to Level 2 accreditation whilst completing the Steps Programme.          The "In The Know" and CV writing is inbuilt into the Steps course.</p> <p>Childcare places must be booked well in advance</p>	<p>Rachael O'Hara 01685 727392</p> <p>Email:  <a href="mailto:Belinda.Foulkes@Merthyr.gov.uk">Belinda.Foulkes@Merthyr.gov.uk</a>  <a href="mailto:Rachael.O'Hara@Merthyr.gov.uk">Rachael.O'Hara@Merthyr.gov.uk</a></p>	<p>Thursday 14<sup>th</sup> November</p> <p>Thursday 21<sup>st</sup> November</p> <p>Friday 22<sup>nd</sup> November</p> <p>Tuesday 26<sup>th</sup> November</p> <p>Thursday 28<sup>th</sup> November</p> <p>Friday 29<sup>th</sup> November</p> <p>9:45am - 2:15pm</p> <p>Please note all sessions must be attended.</p>		
<p><b><u>Emergency First Aid in the Work Place Level 2</u></b></p> <p>A one day course where participants can learn basic first aid skills such as CPR, primary and secondary survey and the recovery position. Learners will be assessed through practical and theoretical testing.</p> <p>Childcare places must be booked well in advance</p>	<p>Open referrals: for more details please contact          Rachael O'Hara 01685 727392 or          Belinda Foulkes 01685 727368</p> <p>Email:  <a href="mailto:Rachael.O'Hara@Merthyr.gov.uk">Rachael.O'Hara@Merthyr.gov.uk</a>  <a href="mailto:Belinda.Foulkes@Merthyr.gov.uk">Belinda.Foulkes@Merthyr.gov.uk</a></p>	<p>Tuesday 3<sup>rd</sup> December</p> <p>9:30 am - 5:00 pm</p>	<p>Integrated Children's Centre, Pentrebach.</p>	

<p><b><u>Coffee Time</u></b></p> <p>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.</p> <p>Childcare places must be booked well in advance.</p>	<p>Open referrals: for more details please contact Rachael O'Hara 01685 727392 or Belinda Foulkes 01685 727368</p> <p>Email:  <a href="mailto:Rachael.O'Hara@Merthyr.gov.uk">Rachael.O'Hara@Merthyr.gov.uk</a>  <a href="mailto:Belinda.Foulkes@Merthyr.gov.uk">Belinda.Foulkes@Merthyr.gov.uk</a></p>	<p>Tuesday 17<sup>th</sup>  December 2013  9:30am – 12:30pm</p>	<p>Integrated Children's Centre, Pentrebach.</p>	<p>Rachael O'Hara  Belinda Foulkes</p>
<p><b>Name of Team:</b> Bridges into Work, The College Merthyr Tydfil Hospitality Programme</p>				
Course	Referrals	Dates & Time	Venue	Dept/Tutor/s
<p><b>Work Club and Employability Skills</b></p> <ul style="list-style-type: none"> <li>▪ Job Search</li> <li>▪ CV Writing</li> <li>▪ Application Forms</li> <li>▪ Access to Internet</li> <li>▪ 1 – 2 – 1 Support</li> <li>▪ Confidence Building</li> </ul>	<p>Email or ring Steve Roberts at the Bridges into Work office, located within the College to register your interest</p> <p>Tel No. 01685 726124</p> <p>Email.  <a href="mailto:s.douglasroberts@merthyr.ac.uk">s.douglasroberts@merthyr.ac.uk</a></p> <p>or just drop in to Castle House on the day</p>	<p>Friday 1<sup>st</sup> November 2013</p> <p>9am – 4pm</p>	<p>Castle House, Glebeland Street</p>	<p><b>Personal Support Team:</b></p> <ul style="list-style-type: none"> <li>▪ Katie Treweeks</li> <li>▪ Ruth James</li> <li>▪ Cath Clark</li> <li>▪ Richard Daniel</li> </ul>
<p><b>Work Club and Employability Skills</b></p> <ul style="list-style-type: none"> <li>▪ Job Search</li> <li>▪ CV Writing</li> <li>▪ Application Forms</li> <li>▪ Access to Internet</li> <li>▪ 1 – 2 – 1 Support</li> <li>▪ Confidence Building</li> </ul>	<p>Email or ring Steve Roberts at the Bridges into Work office, located within the College to register your interest</p> <p>Tel No. 01685 726124</p> <p>Email.  <a href="mailto:s.douglasroberts@merthyr.ac.uk">s.douglasroberts@merthyr.ac.uk</a></p> <p>or just drop into Castle House on the day</p>	<p>Monday 4<sup>th</sup> November 2013</p> <p>9am – 4pm</p>	<p>Castle House, Glebeland Street</p>	<p><b>Personal Support Team:</b></p> <ul style="list-style-type: none"> <li>▪ Katie Treweeks</li> <li>▪ Ruth James</li> <li>▪ Cath Clark</li> <li>▪ Richard Daniel</li> </ul>

<b>Interview Techniques Workshop</b> <ul style="list-style-type: none"> <li>▪ Be prepared</li> <li>▪ CV</li> <li>▪ Think about the position you have applied for</li> <li>▪ Do your research</li> <li>▪ Referees</li> <li>▪ What to wear</li> <li>▪ Personal presentation</li> <li>▪ Arriving on time</li> <li>▪ Once you are there</li> <li>▪ Behaviour</li> <li>▪ Concentrate</li> <li>▪ Listen and digest</li> <li>▪ Questions you could ask</li> </ul>	<p>Email or ring Steve Roberts at the Bridges into Work office, located within the College to register your interest</p> <p>Tel No. 01685 726124</p> <p>Email. <a href="mailto:s.douglasroberts@merthyr.ac.uk">s.douglasroberts@merthyr.ac.uk</a></p>	<p>Tuesday 5<sup>th</sup> November 2013</p> <p>10am – 1pm</p>	<p>Castle House, Glebeland Street</p>	<p>Richard Daniel</p>
<b>Food Safety in Catering Level 2</b> <ul style="list-style-type: none"> <li>▪ Basic Microbiology</li> <li>▪ Food poisoning and food borne disease</li> <li>▪ Contamination and prevention</li> <li>▪ Purchase to service</li> <li>▪ Personal hygiene</li> <li>▪ Design and construction</li> <li>▪ Food pests and controls</li> <li>▪ Cleaning and disinfection</li> <li>▪ Food Safety Legislation</li> </ul>	<p>Email or ring Steve Roberts at the Bridges into Work office, located within the College to register your interest</p> <p>Tel No. 01685 726124</p> <p>Email. <a href="mailto:s.douglasroberts@merthyr.ac.uk">s.douglasroberts@merthyr.ac.uk</a></p>	<p>Tuesday 5<sup>th</sup> November 2013</p> <p>9am – 4.30pm</p>	<p>Castle House, Glebeland Street</p>	<p>Ros Smith</p>
<b>Work Club &amp; Employability Skills</b> <ul style="list-style-type: none"> <li>▪ Job Search</li> <li>▪ CV Writing</li> <li>▪ Application Forms</li> <li>▪ Access to Internet</li> <li>▪ 1 – 2 – 1 Support</li> <li>▪ Confidence Building</li> </ul>	<p>Drop in at the Community Centre, no appointment necessary</p>	<p>Wednesday 6<sup>th</sup> November 2013</p> <p>9am – 4pm</p>	<p>Aberfan Community Centre Library</p>	<p><b>Personal Support Team:</b></p> <ul style="list-style-type: none"> <li>▪ Katie Treweeks</li> <li>▪ Ruth James</li> </ul>
<b>World Host Award</b> <b>Principles of Customer Service Level 2</b> <ul style="list-style-type: none"> <li>▪ Purpose of Customer Service</li> <li>▪ Welcoming People Skills</li> <li>▪ First Impressions</li> <li>▪ Communication Process</li> <li>▪ Effective Listening</li> </ul>	<p>Email or ring Steve Roberts at the Bridges into Work office, located within the College to register your interest</p> <p>Tel No. 01685 726124</p> <p>Email. <a href="mailto:s.douglasroberts@merthyr.ac.uk">s.douglasroberts@merthyr.ac.uk</a></p>	<p>Wednesday 6<sup>th</sup> November 2013</p> <p>9am – 4.30pm</p>	<p>Castle House, Glebeland Street</p>	<p>Ros Smith</p>
<b>All Wales Manual Handling Passport A – B Level 2</b> <ul style="list-style-type: none"> <li>▪ Manual handling injuries</li> <li>▪ Avoid muscular-skeletal injuries</li> </ul>	<p>Email or ring Steve Roberts at the Bridges into Work office, located within the College to register your</p>	<p>Thursday 7<sup>th</sup> November 2013</p>	<p>Castle House, Glebeland Street</p>	<p>Ros Smith</p>

<ul style="list-style-type: none"> <li>Legislation</li> <li>Ergonomics and risk assessment</li> <li>Principles of safer handling</li> <li>Team handling</li> <li>Communication</li> <li>How to safely lift an object from the floor</li> </ul>	<p>interest</p> <p>Tel No. 01685 726124</p> <p>Email.  <a href="mailto:s.douglasroberts@merthyr.ac.uk">s.douglasroberts@merthyr.ac.uk</a> </p>	9.30am – 12.30pm		
<b>3Gs Youth Hub Work Club</b> <ul style="list-style-type: none"> <li>Job Search</li> <li>CV Writing</li> <li>Application Forms</li> <li>Access to Internet</li> <li>1 – 2 – 1 Support</li> <li>Confidence Building</li> </ul>	Drop in at the 3Gs, no appointment necessary	<p>Thursday 7<sup>th</sup> November 2013</p> <p>9.30am – 2pm</p>	3Gs Development Trust Gurnos Shops Gurnos	<b>Personal Support Team:</b> <ul style="list-style-type: none"> <li>Katie Treweeks</li> <li>Ruth James</li> <li>Cath Clark</li> <li>Richard Daniel</li> </ul>
<b>Work Club &amp; Employability Skills</b> <ul style="list-style-type: none"> <li>Job Search</li> <li>CV Writing</li> <li>Application Forms</li> <li>Access to Internet</li> <li>1 – 2 – 1 Support</li> <li>Confidence Building</li> </ul>	<p>Email or ring Steve Roberts at the Bridges into Work office, located within the College to register your interest</p> <p>Tel No. 01685 726124</p> <p>Email.  <a href="mailto:s.douglasroberts@merthyr.ac.uk">s.douglasroberts@merthyr.ac.uk</a> </p> <p>or just drop into Castle House on the day</p>	<p>Friday 8<sup>th</sup> November 2013</p> <p>9am – 4pm</p>	Castle House, Glebeland Street	<b>Personal Support Team:</b> <ul style="list-style-type: none"> <li>Katie Treweeks</li> <li>Ruth James</li> <li>Cath Clark</li> <li>Richard Daniel</li> </ul>
<b>Work Club &amp; Employability Skills</b> <ul style="list-style-type: none"> <li>Job Search</li> <li>CV Writing</li> <li>Application Forms</li> <li>Access to Internet</li> <li>1 – 2 – 1 Support</li> <li>Confidence Building</li> </ul>	<p>Email or ring Steve Roberts at the Bridges into Work office, located within the College to register your interest</p> <p>Tel No. 01685 726124</p> <p>Email.  <a href="mailto:s.douglasroberts@merthyr.ac.uk">s.douglasroberts@merthyr.ac.uk</a> </p> <p>or just drop into Castle House on the day</p>	<p>Monday 11<sup>th</sup> November 2013</p> <p>9am – 4pm</p>	Castle House, Glebeland Street	<b>Personal Support Team:</b> <ul style="list-style-type: none"> <li>Katie Treweeks</li> <li>Ruth James</li> <li>Cath Clark</li> <li>Richard Daniel</li> </ul>
<b>Health &amp; Safety in the Workplace Level 2</b> <ul style="list-style-type: none"> <li>Understanding the principles of health and safety and</li> <li>accident prevention</li> <li>Ability to contribute to any health and safety management system</li> </ul>	<p>Email or ring Steve Roberts at the Bridges into Work office, located within the College to register your interest</p> <p>Tel No. 01685 726124</p>	<p>Tuesday 12<sup>th</sup> November 2013</p> <p>9am – 4.30pm</p>	Castle House, Glebeland Street	Ros Smith

<ul style="list-style-type: none"> <li>Understand the importance of risk assessment</li> <li>Understand the responsibilities placed on employers and employees</li> <li>Understand hazard, risk and main causes of harm to workers</li> <li>Understand the importance of following systems, procedures and rules</li> </ul>	<p>Email.  <a href="mailto:s.douglasroberts@merthyr.ac.uk">s.douglasroberts@merthyr.ac.uk</a></p>			
<b>Interview Techniques</b> <ul style="list-style-type: none"> <li>Be prepared</li> <li>CV</li> <li>Think about the position you have applied for</li> <li>Do your research</li> <li>Referees</li> <li>What to wear</li> <li>Personal presentation</li> <li>Arriving on time</li> <li>Once you are there</li> <li>Behaviour</li> <li>Concentrate</li> <li>Listen and digest</li> <li>Questions you could ask</li> </ul>	<p>Email or ring Steve Roberts at the Bridges into Work office, located within the College to register your interest</p> <p>Tel No. 01685 726124</p> <p>Email.  <a href="mailto:s.douglasroberts@merthyr.ac.uk">s.douglasroberts@merthyr.ac.uk</a></p>	<p>Tuesday 12<sup>th</sup> November 2013</p> <p>10am – 1pm</p>	<p>Castle House, Glebeland Street</p>	<p>Richard Daniel</p>
<b>Work Club &amp; Employability Skills</b> <ul style="list-style-type: none"> <li>Job Search</li> <li>CV Writing</li> <li>Application Forms</li> <li>Access to Internet</li> <li>1 – 2 – 1 Support</li> <li>Confidence Building</li> </ul>	<p>Drop in at the Community Centre, no appointment necessary</p>	<p>Wednesday 13<sup>th</sup> November 2013</p>	<p>Aberfan Community Centre Library</p>	<b>Personal Support Team:</b> <ul style="list-style-type: none"> <li>Katie Treweeks</li> <li>Ruth James</li> </ul>
<b>Emergency First Aid Level 2</b> <ul style="list-style-type: none"> <li>Health and safety (First Aid) regulations</li> <li>Managing an incident</li> <li>The priorities of first aid</li> <li>Treatment of an unconscious casualty</li> <li>Resuscitation</li> <li>Shock</li> <li>Choking</li> <li>Seizures</li> <li>Bleeding</li> <li>Common workplace injuries</li> </ul>	<p>Email or ring Steve Roberts at the Bridges into Work office, located within the College to register your interest</p> <p>Tel No. 01685 726124</p> <p>Email.  <a href="mailto:s.douglasroberts@merthyr.ac.uk">s.douglasroberts@merthyr.ac.uk</a></p>	<p>Thursday 14<sup>th</sup> November 2013</p> <p>9am – 4.30pm</p>	<p>Castle House, Glebeland Street</p>	<p>Richard Daniel</p>
<b>3Gs Youth Hub Work Club</b> <ul style="list-style-type: none"> <li>Job Search</li> <li>CV Writing</li> </ul>	<p>Drop in at the 3Gs, no appointment necessary</p>	<p>Thursday 14<sup>th</sup> November 2013</p> <p>9am – 2pm</p>	<p>3Gs Development Trust, Gurnos Shops Gurnos</p>	<b>Personal Support Team:</b> <ul style="list-style-type: none"> <li>Katie Treweeks</li> <li>Ruth James</li> <li>Cath Clark</li> </ul>

<ul style="list-style-type: none"> <li>▪ Application Forms</li> <li>▪ Access to Internet</li> <li>▪ 1 – 2 – 1 Support</li> <li>▪ Confidence Building</li> </ul>				<ul style="list-style-type: none"> <li>▪ Richard Daniel</li> </ul>
<b>Work Club &amp; Employability Skills</b> <ul style="list-style-type: none"> <li>▪ Job Search</li> <li>▪ CV Writing</li> <li>▪ Application Forms</li> <li>▪ Access to Internet</li> <li>▪ 1 – 2 – 1 Support</li> <li>▪ Confidence Building</li> </ul>	<p>Email or ring Steve Roberts at the Bridges into Work office, located within the College to register your interest</p> <p>Tel No. 01685 726124</p> <p>Email.  <a href="mailto:s.douglasroberts@merthyr.ac.uk">s.douglasroberts@merthyr.ac.uk</a> </p> <p>or just drop into Castle House on the day</p>	<p>Friday 15<sup>th</sup> November 2013</p> <p>9am – 4pm</p>	<p>Castle House, Glebeland Street</p>	<b>Personal Support Team:</b> <ul style="list-style-type: none"> <li>▪ Katie Treweeks</li> <li>▪ Ruth James</li> <li>▪ Cath Clark</li> <li>▪ Richard Daniel</li> </ul>
<b>Work Club &amp; Employability Skills</b> <ul style="list-style-type: none"> <li>▪ Job Search</li> <li>▪ CV Writing</li> <li>▪ Application Forms</li> <li>▪ Access to Internet</li> <li>▪ 1 – 2 – 1 Support</li> <li>▪ Confidence Building</li> </ul>	<p>Email or ring Steve Roberts at the Bridges into Work office, located within the College to register your interest</p> <p>Tel No. 01685 726124</p> <p>Email.  <a href="mailto:s.douglasroberts@merthyr.ac.uk">s.douglasroberts@merthyr.ac.uk</a> </p> <p>or just call into Castle House on the day</p>	<p>Monday 18<sup>th</sup> November 2013</p> <p>9am – 4pm</p>	<p>Castle House, Glebeland Street</p>	<b>Personal Support Team:</b> <ul style="list-style-type: none"> <li>▪ Katie Treweeks</li> <li>▪ Ruth James</li> <li>▪ Cath Clark</li> <li>▪ Richard Daniel</li> </ul>
<b>Interview Techniques</b> <ul style="list-style-type: none"> <li>▪ Be prepared</li> <li>▪ CV</li> <li>▪ Think about the position you have applied for</li> <li>▪ Do your research</li> <li>▪ Referees</li> <li>▪ What to wear</li> <li>▪ Personal presentation</li> <li>▪ Arriving on time</li> <li>▪ Once you are there</li> <li>▪ Behaviour</li> <li>▪ Concentrate</li> <li>▪ Listen and digest</li> <li>▪ Questions you could ask</li> </ul>	<p>Email or ring Steve Roberts at the Bridges into Work office, located within the College to register your interest</p> <p>Tel No. 01685 726124</p> <p>Email.  <a href="mailto:s.douglasroberts@merthyr.ac.uk">s.douglasroberts@merthyr.ac.uk</a> </p>	<p>Tuesday 19<sup>th</sup> November 2013</p> <p>10am – 1pm</p>	<p>Castle House, Glebeland Street</p>	<p>Richard Daniel</p>

<b>Food Safety in Catering Level 2</b> <ul style="list-style-type: none"> <li>▪ Basic Microbiology</li> <li>▪ Food poisoning and food borne disease</li> <li>▪ Contamination and prevention</li> <li>▪ Purchase to service</li> <li>▪ Personal hygiene</li> <li>▪ Design and construction</li> <li>▪ Food pests and controls</li> <li>▪ Cleaning and disinfection</li> <li>▪ Food Safety Legislation</li> </ul>	<p>Email or ring Steve Roberts at the Bridges into Work office, located within the College to register your interest</p> <p>Tel No. 01685 726124</p> <p>Email. <a href="mailto:s.douglasroberts@merthyr.ac.uk">s.douglasroberts@merthyr.ac.uk</a></p>	<p>Tuesday 19<sup>th</sup> November 2013</p> <p>9am – 4.30pm</p>	<p>Castle House, Glebeland Street</p>	<p>Ros Smith</p>
<b>Work Club &amp; Employability Skills</b> <ul style="list-style-type: none"> <li>▪ Job Search</li> <li>▪ CV Writing</li> <li>▪ Application Forms</li> <li>▪ Access to Internet</li> <li>▪ 1 – 2 – 1 Support</li> <li>▪ Confidence Building</li> </ul>	<p>Drop in at the Community Centre, no appointment necessary</p>	<p>Wednesday 20<sup>th</sup> November 2013</p> <p>9am – 4pm</p>	<p>Aberfan Community Centre Library</p>	<p><b>Personal Support Team:</b></p> <ul style="list-style-type: none"> <li>▪ Katie Treweeks</li> <li>▪ Ruth James</li> </ul>
<b>World Host Award</b> <b>Principles of Customer Service Level 3</b> <ul style="list-style-type: none"> <li>▪ Develop a customer service culture in business</li> <li>▪ Good practice techniques</li> <li>▪ Build teams and motivate colleagues</li> <li>▪ Monitor and communicate levels of customer service performance</li> <li>▪ Customer Charter</li> </ul>	<p>Email or ring Steve Roberts at the Bridges into Work office, located within the College to register your interest</p> <p>Tel No. 01685 726124</p> <p>Email. <a href="mailto:s.douglasroberts@merthyr.ac.uk">s.douglasroberts@merthyr.ac.uk</a></p>	<p>Wednesday 20<sup>th</sup> November 2013</p> <p>9am – 4.3pm</p>	<p>Castle House, Glebeland Street</p>	<p>Ros Smith</p>
<b>3Gs Youth Hub Work Club</b> <ul style="list-style-type: none"> <li>▪ Job Search</li> <li>▪ CV Writing</li> <li>▪ Application Forms</li> <li>▪ Access to Internet</li> <li>▪ 1 – 2 – 1 Support</li> <li>▪ Confidence Building</li> </ul>	<p>Drop in at the 3Gs, no appointment necessary</p>	<p>Thursday 21<sup>st</sup> November 2013</p> <p>9am – 2pm</p>	<p>3Gs Development Trust, Gurnos Shops, Gurnos</p>	<p><b>Personal Support Team:</b></p> <ul style="list-style-type: none"> <li>▪ Katie Treweeks</li> <li>▪ Ruth James</li> <li>▪ Cath Clark</li> <li>▪ Richard Daniel</li> </ul>
<b>Work Club &amp; Employability Skills</b> <ul style="list-style-type: none"> <li>▪ Job Search</li> <li>▪ CV Writing</li> <li>▪ Application Forms</li> <li>▪ Access to Internet</li> <li>▪ 1 – 2 – 1 Support</li> <li>▪ Confidence Building</li> </ul>	<p>Email or ring Steve Roberts at the Bridges into Work office, located within the College to register your interest</p> <p>Tel No. 01685 726124</p> <p>Email. <a href="mailto:s.douglasroberts@merthyr.ac.uk">s.douglasroberts@merthyr.ac.uk</a></p>	<p>Friday 22<sup>nd</sup> November 2013</p> <p>9am – 4pm</p>	<p>Castle House, Glebeland Street</p>	<p><b>Personal Support Team:</b></p> <ul style="list-style-type: none"> <li>▪ Katie Treweeks</li> <li>▪ Ruth James</li> <li>▪ Cath Clark</li> <li>▪ Richard Daniel</li> </ul>

	or just drop into Castle House on the day			
<b>Work Club &amp; Employability Skills</b> <ul style="list-style-type: none"> <li>▪ Job Search</li> <li>▪ CV Writing</li> <li>▪ Application Forms</li> <li>▪ Access to Internet</li> <li>▪ 1 – 2 – 1 Support</li> <li>▪ Confidence Building</li> </ul>	Email or ring Steve Roberts at the Bridges into Work office, located within the College to register your interest  Tel No. 01685 726124  Email. <a href="mailto:s.douglasroberts@merthyr.ac.uk">s.douglasroberts@merthyr.ac.uk</a>  or just drop into Castle House on the day	Monday 25 <sup>th</sup> November 2013  9am – 4pm	Castle House, Glebeland Street	<b>Personal Support Team:</b> <ul style="list-style-type: none"> <li>▪ Katie Treweeks</li> <li>▪ Ruth James</li> <li>▪ Cath Clark</li> <li>▪ Richard Daniel</li> </ul>
<b>Interview Techniques</b> <ul style="list-style-type: none"> <li>▪ Be prepared</li> <li>▪ CV</li> <li>▪ Think about the position you have applied for</li> <li>▪ Do your research</li> <li>▪ Referees</li> <li>▪ What to wear</li> <li>▪ Personal presentation</li> <li>▪ Arriving on time</li> <li>▪ Once you are there</li> <li>▪ Behaviour</li> <li>▪ Concentrate</li> <li>▪ Listen and digest</li> <li>▪ Questions you could ask</li> </ul>	Email or ring Steve Roberts at the Bridges into Work office, located within the College to register your interest  Tel No. 01685 726124  Email. <a href="mailto:s.douglasroberts@merthyr.ac.uk">s.douglasroberts@merthyr.ac.uk</a>	Tuesday 26 <sup>th</sup> November 2013  10am – 1pm	Castle House, Glebeland Street	<b>Personal Support Team:</b> <ul style="list-style-type: none"> <li>▪ Katie Treweeks</li> <li>▪ Ruth James</li> <li>▪ Cath Clark</li> <li>▪ Richard Daniel</li> </ul>
<b>Work Club &amp; Employability Skills</b> <ul style="list-style-type: none"> <li>▪ Job Search</li> <li>▪ CV Writing</li> <li>▪ Application Forms</li> <li>▪ Access to Internet</li> <li>▪ 1 – 2 – 1 Support</li> <li>▪ Confidence Building</li> </ul>	Drop in at the Community Centre, no appointment necessary	Wednesday 27 <sup>th</sup> November 2013	Aberfan Community Centre Library	<b>Personal Support Team:</b> <ul style="list-style-type: none"> <li>▪ Katie Treweeks</li> <li>▪ Ruth James</li> </ul>
<b>Food Safety in Catering Level 2</b> <ul style="list-style-type: none"> <li>▪ Basic Microbiology</li> <li>▪ Food poisoning and food borne disease</li> <li>▪ Contamination and prevention</li> <li>▪ Purchase to service</li> <li>▪ Personal hygiene</li> <li>▪ Design and construction</li> <li>▪ Food pests and controls</li> <li>▪ Cleaning and disinfection</li> </ul>	Email or ring Steve Roberts at the Bridges into Work office, located within the College to register your interest  Tel No. 01685 726124  Email. <a href="mailto:s.douglasroberts@merthyr.ac.uk">s.douglasroberts@merthyr.ac.uk</a>	Wednesday 27 <sup>th</sup> November 2013  9am – 4.30pm	Castle House, Glebeland Street	Ros Smith

<ul style="list-style-type: none"> <li>Food Safety Legislation</li> </ul>				
<b>Health &amp; Safety in the Workplace Level 2</b> <ul style="list-style-type: none"> <li>Understanding the principles of health and safety and</li> <li>accident prevention</li> <li>Ability to contribute to any health and safety management system</li> <li>Understand the importance of risk assessment</li> <li>Understand the responsibilities placed on employers and employees</li> <li>Understand hazard, risk and main causes of harm to workers</li> <li>Understand the importance of following systems, procedures and rules</li> <li>Understand how individual action can reduce risks to health and safety</li> </ul>	<p>Email or ring Steve Roberts at the Bridges into Work office, located within the College to register your interest</p> <p>Tel No. 01685 726124</p> <p>Email.  <a href="mailto:s.douglasroberts@merthyr.ac.uk">s.douglasroberts@merthyr.ac.uk</a> </p>	<p>Thursday 28<sup>th</sup> November 2013</p> <p>9am – 4.30pm</p>	<p>Castle House, Glebeland Street</p>	<p>Ros Smith</p>
<b>3Gs Youth Hub Work Club</b> <ul style="list-style-type: none"> <li>Job Search</li> <li>CV Writing</li> <li>Application Forms</li> <li>Access to Internet</li> <li>1 – 2 – 1 Support</li> <li>Confidence Building</li> </ul>	<p>Drop in at the 3Gs, no appointment necessary</p>	<p>Thursday 28<sup>th</sup> November 2013</p> <p>9am – 2pm</p>	<p>3Gs Development Trust, Gurnos Shops, Gurnos</p>	<p><b>Personal Support Team:</b></p> <ul style="list-style-type: none"> <li>Katie Treweeks</li> <li>Ruth James</li> <li>Cath Clark</li> <li>Richard Daniel</li> </ul>
<b>Work Club &amp; Employability Skills</b> <ul style="list-style-type: none"> <li>Job Search</li> <li>CV Writing</li> <li>Application Forms</li> <li>Access to Internet</li> <li>1 – 2 – 1 Support</li> <li>Confidence Building</li> </ul>	<p>Email or ring Steve Roberts at the Bridges into Work office, located within the College to register your interest</p> <p>Tel No. 01685 726124</p> <p>Email.  <a href="mailto:s.douglasroberts@merthyr.ac.uk">s.douglasroberts@merthyr.ac.uk</a> </p> <p>or just drop into Castle House on the day</p>	<p>Friday 29<sup>th</sup> November 2013</p> <p>9am – 4pm</p>	<p>Castle House, Glebeland Street</p>	<p><b>Personal Support Team:</b></p> <ul style="list-style-type: none"> <li>Katie Treweeks</li> <li>Ruth James</li> <li>Cath Clark</li> <li>Richard Daniel</li> </ul>
<b>Work Club &amp; Employability Skills</b> <ul style="list-style-type: none"> <li>Job Search</li> <li>CV Writing</li> <li>Application Forms</li> <li>Access to Internet</li> <li>1 – 2 – 1 Support</li> <li>Confidence Building</li> </ul>	<p>Email or ring Steve Roberts at the Bridges into Work office, located within the College to register your interest</p> <p>Tel No. 01685 726124</p> <p>Email.</p>	<p>Monday 2<sup>nd</sup> December 2013</p> <p>9am – 4pm</p>	<p>Castle House, Glebeland Street</p>	<p><b>Personal Support Team:</b></p> <ul style="list-style-type: none"> <li>Katie Treweeks</li> <li>Ruth James</li> <li>Cath Clark</li> <li>Richard Daniel</li> </ul>

	<a href="mailto:s.douglasroberts@merthyr.ac.uk">s.douglasroberts@merthyr.ac.uk</a> or just drop into Castle House on the day			
<b>Interview Techniques</b> <ul style="list-style-type: none"> <li>▪ Be prepared</li> <li>▪ CV</li> <li>▪ Think about the position you have applied for</li> <li>▪ Do your research</li> <li>▪ Referees</li> <li>▪ What to wear</li> <li>▪ Personal presentation</li> <li>▪ Arriving on time</li> <li>▪ Once you are there</li> <li>▪ Behaviour</li> <li>▪ Concentrate</li> <li>▪ Listen and digest</li> <li>▪ Questions you could ask</li> </ul>	Email or ring Steve Roberts at the Bridges into Work office, located within the College to register your interest  Tel No. 01685 726124  Email. <a href="mailto:s.douglasroberts@merthyr.ac.uk">s.douglasroberts@merthyr.ac.uk</a>	Tuesday 3 <sup>rd</sup> December 2013  10am – 1pm	Castle House, Glebeland Street	Richard Daniel
<b>Emergency First Aid Level 2</b> <ul style="list-style-type: none"> <li>▪ Health and safety (First Aid) regulations</li> <li>▪ Managing an incident</li> <li>▪ The priorities of first aid</li> <li>▪ Treatment of an unconscious casualty</li> <li>▪ Resuscitation</li> <li>▪ Shock</li> <li>▪ Choking</li> <li>▪ Seizures</li> <li>▪ Bleeding</li> <li>▪ Common workplace injuries</li> </ul>	Email or ring Steve Roberts at the Bridges into Work office, located within the College to register your interest  Tel No. 01685 726124  Email. <a href="mailto:s.douglasroberts@merthyr.ac.uk">s.douglasroberts@merthyr.ac.uk</a>	Tuesday 3 <sup>rd</sup> December 2013  9am – 4pm	Castle House, Glebeland street	Cath Clark
<b>Work Club &amp; Employability Skills</b> <ul style="list-style-type: none"> <li>▪ Job Search</li> <li>▪ CV Writing</li> <li>▪ Application Forms</li> <li>▪ Access to Internet</li> <li>▪ 1 – 2 – 1 Support</li> <li>▪ Confidence Building</li> </ul>	Drop in at the Community Centre, no appointment necessary	Wednesday 4 <sup>th</sup> December 2013  9am – 4pm	Aberfan Community Centre Library	<b>Personal Support Team:</b> <ul style="list-style-type: none"> <li>▪ Katie Treweeks</li> <li>▪ Ruth James</li> </ul>
<b>All Wales Manual Handling Passport A – B Level 2</b> <ul style="list-style-type: none"> <li>▪ Manual handling injuries</li> <li>▪ Avoid muscular-skeletal injuries</li> <li>▪ Legislation</li> <li>▪ Ergonomics and risk assessment</li> <li>▪ Principles of safer handling</li> <li>▪ Team handling</li> </ul>	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 <sup>th</sup> December 2013  9.30am – 12.30pm	Castle House, Glebeland Street	Ros Smith

<ul style="list-style-type: none"> <li>Communication</li> <li>How to safely lift an object from the floor</li> </ul>	<a href="mailto:s.douglasroberts@merthyr.ac.uk">s.douglasroberts@merthyr.ac.uk</a>			
<b>World Host Award</b> <b>Principles of Customer Service Level 2</b> <ul style="list-style-type: none"> <li>Purpose of Customer Service</li> <li>Welcoming People Skills</li> <li>First Impressions</li> <li>Communication Process</li> <li>Effective Listening</li> </ul>	Email or ring Steve Roberts at the Bridges into Work office, located within the College to register your interest  Tel No. 01685 726124  Email. <a href="mailto:s.douglasroberts@merthyr.ac.uk">s.douglasroberts@merthyr.ac.uk</a>	Thursday 5 <sup>th</sup> December 2013  9am – 4.30pm	Castle House, Glebeland Street	Ros Smith
<b>3Gs Youth Hub Work Club</b> <ul style="list-style-type: none"> <li>Job Search</li> <li>CV Writing</li> <li>Application Forms</li> <li>Access to Internet</li> <li>1 – 2 – 1 Support</li> <li>Confidence Building</li> </ul>	Drop in at the 3Gs, no appointment necessary	Thursday 5 <sup>th</sup> December 2013  9am – 2pm	3Gs Development Trust, Gurnos Shops, Gurnos	<b>Personal Support Team:</b> <ul style="list-style-type: none"> <li>Katie Treweeks</li> <li>Ruth James</li> <li>Cath Clark</li> <li>Richard Daniel</li> </ul>
<b>Work Club &amp; Employability Skills</b> <ul style="list-style-type: none"> <li>Job Search</li> <li>CV Writing</li> <li>Application Forms</li> <li>Access to Internet</li> <li>1 – 2 – 1 Support</li> <li>Confidence Building</li> </ul>	Email or ring Steve Roberts at the Bridges into Work office, located within the College to register your interest  Tel No. 01685 726124  Email. <a href="mailto:s.douglasroberts@merthyr.ac.uk">s.douglasroberts@merthyr.ac.uk</a>  or just drop into Castle House on the day	Friday 6 <sup>th</sup> December 2013  9am – 4pm	Castle House, Glebeland Street	<b>Personal Support Team:</b> <ul style="list-style-type: none"> <li>Katie Treweeks</li> <li>Ruth James</li> <li>Cath Clark</li> <li>Richard Daniel</li> </ul>
<b>Work Club &amp; Employability Skills</b> <ul style="list-style-type: none"> <li>Job Search</li> <li>CV Writing</li> <li>Application Forms</li> <li>Access to Internet</li> <li>1 – 2 – 1 Support</li> <li>Confidence Building</li> </ul>	Email or ring Steve Roberts at the Bridges into Work office, located within the College to register your interest  Tel No. 01685 726124  Email. <a href="mailto:s.douglasroberts@merthyr.ac.uk">s.douglasroberts@merthyr.ac.uk</a>  or just drop into Castle House on the day	Monday 9 <sup>th</sup> December 2013  9am – 4pm	Castle Street, Glebeland Street	<b>Personal Support Team:</b> <ul style="list-style-type: none"> <li>Katie Treweeks</li> <li>Ruth James</li> <li>Cath Clark</li> <li>Richard Daniel</li> </ul>
<b>Interview Techniques</b> <ul style="list-style-type: none"> <li>Be prepared</li> <li>CV</li> </ul>	Email or ring Steve Roberts at the Bridges into Work office, located within the College to register your interest	Tuesday 10 <sup>th</sup> December 2013  10am – 1pm	Castle House, Glebeland Street	Richard Daniel

<ul style="list-style-type: none"> <li>▪ Think about the position you have applied for</li> <li>▪ Do your research</li> <li>▪ Referees</li> <li>▪ What to wear</li> <li>▪ Personal presentation</li> <li>▪ Arriving on time</li> <li>▪ Once you are there</li> <li>▪ Behaviour</li> <li>▪ Concentrate</li> <li>▪ Listen and digest</li> <li>▪ Questions you could ask</li> </ul>	<p>Tel No. 01685 726124</p> <p>Email.  <a href="mailto:s.douglasroberts@merthyr.ac.uk">s.douglasroberts@merthyr.ac.uk</a> </p>			
<b>Work Club &amp; Employability Skills</b> <ul style="list-style-type: none"> <li>▪ Job Search</li> <li>▪ CV Writing</li> <li>▪ Application Forms</li> <li>▪ Access to Internet</li> <li>▪ 1 – 2 – 1 Support</li> <li>▪ Confidence Building</li> </ul>	Drop in to the Community Centre, no appointment necessary	<p>Wednesday 11<sup>th</sup> December 2013</p> <p>9am – 4pm</p>	Aberfan Community Centre Library	<b>Personal Support Team:</b> <ul style="list-style-type: none"> <li>▪ Katie Treweeks</li> <li>▪ Ruth James</li> </ul>
<b>World Host Award</b> <b>Principles of Customer Service Level 3</b> <ul style="list-style-type: none"> <li>▪ Develop a customer service culture in business</li> <li>▪ Good practice techniques</li> <li>▪ Build teams and motivate colleagues</li> <li>▪ Monitor and communicate levels of customer service performance</li> <li>▪ Customer Charter</li> </ul>	<p>Email or ring Steve Roberts at the Bridges into Work office, located within the College to register your interest</p> <p>Tel No. 01685 726124</p> <p>Email.  <a href="mailto:s.douglasroberts@merthyr.ac.uk">s.douglasroberts@merthyr.ac.uk</a> </p>	<p>Thursday 12<sup>th</sup> December 2013</p> <p>9am – 4.30pm</p>	Castle House, Glebeland Street	Ros Smith
<b>3Gs Youth Hub Work Club</b> <ul style="list-style-type: none"> <li>▪ Job Search</li> <li>▪ CV Writing</li> <li>▪ Application Forms</li> <li>▪ Access to Internet</li> <li>▪ 1 – 2 – 1 Support</li> <li>▪ Confidence Building</li> </ul>	Drop in to the 3Gs, no appointment necessary	<p>Thursday 12<sup>th</sup> December 2013</p> <p>9am – 2pm</p>	3Gs Development Trust, Gurnos Shops, Gurnos	<b>Personal Support Team:</b> <ul style="list-style-type: none"> <li>▪ Katie Treweeks</li> <li>▪ Ruth James</li> <li>▪ Cath Clark</li> <li>▪ Richard Daniel</li> </ul>
<b>Work Club &amp; Employability Skills</b> <ul style="list-style-type: none"> <li>▪ Job Search</li> <li>▪ CV Writing</li> <li>▪ Application Forms</li> <li>▪ Access to Internet</li> <li>▪ 1 – 2 – 1 Support</li> <li>▪ Confidence Building</li> </ul>	<p>Email or ring Steve Roberts at the Bridges into Work office, located within the College to register your interest</p> <p>Tel No. 01685 726124</p> <p>Email.  <a href="mailto:s.douglasroberts@merthyr.ac.uk">s.douglasroberts@merthyr.ac.uk</a> </p>	<p>Friday 13<sup>th</sup> December 2013</p> <p>9am – 4pm</p>	Castle House, Glebeland Street	<b>Personal Support Team:</b> <ul style="list-style-type: none"> <li>▪ Katie Treweeks</li> <li>▪ Ruth James</li> <li>▪ Cath Clark</li> <li>▪ Richard Daniel</li> </ul>

	or just drop into Castle House on the day			
<b>Work Club &amp; Employability Skills</b> <ul style="list-style-type: none"> <li>▪ Job Search</li> <li>▪ CV Writing</li> <li>▪ Application Forms</li> <li>▪ Access to Internet</li> <li>▪ 1 – 2 – 1 Support</li> <li>▪ Confidence Building</li> </ul>	<p>Email or ring Steve Roberts at the Bridges into Work office, located within the College to register your interest</p> <p>Tel No. 01685 726124</p> <p>Email.  <a href="mailto:s.douglasroberts@merthyr.ac.uk">s.douglasroberts@merthyr.ac.uk</a></p> <p>or just drop into Castle House on the day</p>	<p>Monday 16<sup>th</sup> December 2013</p> <p>9am – 4pm</p>	<p>Castle House, Glebeland Street</p>	<b>Personal Support Team:</b> <ul style="list-style-type: none"> <li>▪ Katie Treweeks</li> <li>▪ Ruth James</li> <li>▪ Cath Clark</li> <li>▪ Richard Daniel</li> </ul>
<b>Interview Techniques Workshop</b> <ul style="list-style-type: none"> <li>▪ Be prepared</li> <li>▪ CV</li> <li>▪ Think about the position you have applied for</li> <li>▪ Do your research</li> <li>▪ Referees</li> <li>▪ What to wear</li> <li>▪ Personal presentation</li> <li>▪ Arriving on time</li> <li>▪ Once you are there</li> <li>▪ Behaviour</li> <li>▪ Concentrate</li> <li>▪ Listen and digest</li> <li>▪ Questions you could ask</li> </ul>	<p>Email or ring Steve Roberts at the Bridges into Work office, located within the College to register your interest</p> <p>Tel No. 01685 726124</p> <p>Email.  <a href="mailto:s.douglasroberts@merthyr.ac.uk">s.douglasroberts@merthyr.ac.uk</a></p>	<p>Tuesday 17<sup>th</sup> December 2013</p> <p>10am – 1pm</p>	<p>Castle House, Glebeland Street</p>	<p>Richard Daniel</p>