

## **A Quick Guide to the Devon ACL Employability Offer**

### **Introduction to retail skills (E3)**

A 15 hour course covering the basics of good retail practice including customer care, making sales and working safely. You will build up a portfolio of evidence leading to a nationally recognised qualification. This course would be most suitable for people (aged 19+) who have not had any retail experience but would like to work in this area.

### **Introduction to safeguarding children (L1)**

A 15 hour course covering aspects of children's rights, understanding the safeguards that organisations and individuals should have in place to protect themselves and working safely with children. It also includes how to identify possible signs of child abuse and how to respond appropriately to disclosures of abuse. You will build up a portfolio of evidence leading to a nationally recognised qualification. This course would be suitable for people (aged 19+) who have no previous experience in childcare and those who would like to refresh their knowledge.

### **Preparing to work with children and young people (L1)**

A 15 hour course covering the basics of working with children and young people including the differences in working with children or young people, how to communicate with them and the pressures that they face in today's society. You will have the opportunity to find out about different agencies that support children and young people. You will build up a portfolio of evidence leading to a nationally recognised qualification. This course would be suitable for people (aged 19+) who have little or no experience of working with children and young people but would like to work or volunteer in this area.

### **Preparing to work with vulnerable adults (L1)**

A 15 hour course covering some aspects of working with vulnerable adults in a variety of settings, in particular understanding duty of care, levels of intervention, relevant legislation and good practice procedures and how to respond to disclosures of abuse. You will build up a portfolio of evidence leading to a nationally recognised qualification. This course would be suitable for people (aged 19+) who have little or no experience of working with vulnerable adults but would like to work or volunteer in this area.

### **Introduction to working with vulnerable adults (L1)**

A 9 hour course allowing participants to explore the term 'vulnerable adult' and what it means, possible signs of abuse and what constitutes abuse. You will build up a portfolio of evidence leading to a nationally recognised qualification. This course would be suitable for people (aged 19+) who have no previous experience in working with vulnerable adults and those who would like to refresh their knowledge.

**Completing job applications (L1)**

A 9 hour course covering how to complete online and off-line application forms and how to complete a covering letter to accompany a CV or application form. You will build up a portfolio of evidence leading to a nationally recognised qualification. This course would be suitable for people (aged 19+) who have some IT skills but they do not need to be experts!

**Developing confidence and self-esteem GET THAT JOB! (L1)**

A 9 hour course giving participants the opportunity to explore what impact confidence and self esteem could have on job seeking and employment interviews and finding strategies to boost confidence and self esteem in these situations. You will build up a portfolio of evidence leading to a nationally recognised qualification. This course is suitable for those (aged 19+) who may have been out of the labour market for a while or who may be facing employment interviews for the first time in a while

**Developing confidence and self-esteem (L1)**

A 9 hour course giving participants the opportunity to explore what impact confidence and self esteem could have in life and finding strategies to boost confidence and self esteem in different situations. You will build up a portfolio of evidence leading to a nationally recognised qualification. This course is suitable for those (aged 19+) who may feel that they lack confidence and would like to explore strategies to help with this.

**Customer service skills (L1)**

A 15 hour course covering some of the skills needed to improve customer service including why it matters and how poor customer service can impact on the customer, organisation and staff. It also explores treating customers as individuals and ensuring their confidentiality. You will build up a portfolio of evidence leading to a nationally recognised qualification. This course would be suitable for people (aged 19+) who have no previous experience in working in a customer service role and those who would like to refresh their knowledge.