

WHATS ON

TERM 1/2

With Learning & Skills

Employment Academy

Learning & Skills



Care Homes - Health & Social Care

Monday to Friday 22nd Sept - 26th Sept - 10am till 3pm - Coleridge Centre (DL1 5AJ)

- Care Homes & Interview Skills
- Skills and attitudes needed to work in care
- Awareness of safeguarding and prevent
- Care plans and person centred care

Arriva Customer Service

Monday to Friday - 24th Nov - 28th Nov - 10am till 3pm - Coleridge Centre (DL1 5AJ)

- Dealing with Challenging Customers
- Understanding the customers needs and expectations
- Written and verbal communication with customers
- Personal Presentation

EE Customer Service

Monday to Friday - 29th Sept - 3rd Oct - 10am till 3pm - Coleridge Centre (DL1 5AJ)

- Dealing with Challenging Customers
- Understanding the customers needs and expectations
- Interview and confidence training
- Questioning techniques

Blackwell Grange Hospitality

Monday to Friday - 3rd Nov to 7th Nov - 10am till 3pm - Blackwell Grange Hotel (DL3 8QH)

- Working as part of a team
- Knowing guests needs and expectations
- Different types of food service
- Different types of drinks within hospitality



To find out more, contact the team on **01325 405601** or **l&s@darlington.gov.uk**

Visit our website at **www.darlington.gov.uk/learningandskills** or scan the QR code.