



Gloucestershire College is working with Gloucester Works and local employers to improve your employability.

This course is fully funded by the European Social Fund (ESF). It has been developed to reflect the skills and attributes that the care sector has indicated as desirable qualities in their staff.

What types of jobs are there in the care sector?

- Identifying jobs in the care sector
- Working with the elderly
- Working with children
- Working for the NHS

Effective communication - listening and passing on information

- Recognising good listening skills and active listening techniques
- Understanding barriers to communication and how they can be overcome
- Answering telephones, taking messages and passing on information accurately and in a timely manner

Personal and people development

- What makes a person valuable to others – the personal qualities and attributes
- The benefits of working with others
- What is a staff appraisal and what are the benefits

Staying safe and healthy

- Manual handling
- Risk assessment in the workplace
- Health and safety symbols and signs
- Infection control
- Managing challenging or aggressive behaviour

HSE First Aid in the work place certificate

- Emergency First Aid in the Workplace (1 day certificated)

Equality and diversity in the work place

- The importance of equality and diversity in the work place
- The impact of individual values and beliefs on others and in work
- Stereotyping and prejudice in the workplace

Planning for work

- Know where to look
- Identifying personal skills and experience
- Completing application forms
- Interview technique

On completion of this course you will receive the Gloucestershire College certificate of completion and if successful, you will also gain the HSE Emergency First Aid in the Work Place Certificate.



European Union
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Investing in jobs and skills



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delivering jobs and skills in the city