

## Training Plan (Health)

Day 1	
<b>Session 1</b> 9.15 – 9.45	Welcome  Introductions within the group Ice breaker
9.45 – 10.30	Introduction to the Training Programme Domestic arrangements Establish ground rules
10.30 – 10.45	<b>Break</b>
10.45 – 11.15	Introduction to the Training Programme Expectations of group Completion of relevant paperwork Questions and answers
11.15 – 12.00	The Training Programme Outline of 2 week training programme Job role and work activities Role of employer and 3 week work placement Support for learners Questions and answers
12.00 – 12.30	<b>Lunch</b>
<b>Session 2</b> 12.30 – 2.00	How we learn  Previous learning experiences How do we learn? Different learning styles
2.00 – 2.15	<b>Break</b>
2.15 – 3.15	How we learn  Preferred learning styles Identifying skills and personal qualities
3.15 – 3.30	Review of the day  Outline of next day's activities/start time

Day 2	
<b>Session 1</b> 9.00 – 9.15	<b>Outline of day</b> Recap day 1
9.15 – 10.30	Manual Handling  1/2 day external or training by Trust
10.30 – 10.45	<b>Break</b>
10.45 – 12.00	Manual Handling  1/2 day external or training by Trust
12.15 – 12.45	<b>Lunch</b>
<b>Session 2</b> 12.45 – 2.00	Planning your time and setting goals Planning Taking personal responsibility Setting goals
2.00 – 2.15	<b>Break</b>
2.15 – 3.15	Planning your time and setting goals Organising your time Prioritising what needs to be done
3.15 – 3.30	Review of the day Outline of next day's activities/start time

Day 3	
<b>Session 1</b> 9.00 – 9.15	Outline of day Recap day 2
9.15 – 10.30	Staying Safe and Healthy What is health and safety at work? Everyday hazards Causes of risk
10.30 – 10.45	<b>Break</b>
10.45 – 12.00	Staying Safe and Healthy Security at work: Why is it important Safety precautions Aggression and violence (reasons for and signs to look out for)
12.00 – 12.30	<b>Lunch</b>
<b>Session 2</b> 12.30 – 1.00	Preparing for Employer visit Questions to ask Individual and group questions
1.00 – 2.00	Employer Guest Visit  Working in the health sector Organisation mission and values Opportunities/Skills Escalator NHS Knowledge and Skills Framework Questions from group
2.00 – 2.15	<b>Break</b>
2.15 – 3.15	What is meant by quality? What are standards? Quality standards in job roles
3.15 – 3.30	Review of the day Outline of next day's activities/start time

Day 4	
<b>Session 1</b> 9.00 – 9.15	Outline of day Recap day 3
9.15 – 9.45	What is Communication? What is meant by communication? Good communication skills Formal and informal language
9.45 – 10.30	<b>Break</b>
10.30 – 12.00	What is Communication? Understanding body language Developing a conversation Communicating in everyday situations
12.00 – 12.30	<b>Lunch</b>
<b>Session 2</b> 12.30 – 2.00	Teamwork Groups participants belong to Why form groups? Differences between groups and teams Advantages and disadvantages of team working
2.00 – 2.15	<b>Break</b>
2.15 – 3.15	Teamwork Working as a team What makes an effective team? Teamwork and the jobs people do Team exercise
3.15 – 3.30	Review of the day Outline of next day's activities/start time

Day 5	
<b>Session 1</b> 9.00 – 9.45	Outline of day Recap day 4
9.45 – 10.30	Listening skills Why are good listening skills are important? What is 'active' listening?
10.30 – 10.45	<b>Break</b>
10.45 – 12.00	Overcoming barriers to communication Barriers to good communication Using the telephone Taking messages and passing on information
12.00 – 12.30	<b>Lunch</b>
<b>Session 2</b> 12.30 – 1.15	You, your job, your buddy Who is your 'buddy'? Supporting me in my job
1.15 – 2.00	Visiting buddies/mentors Questions from group
2.00 – 2.15	<b>Break</b>
2.15 – 3.15	Review of the first week feelings and reactions content pace of delivery levels of confidence issues to address areas to concentrate on 1-1 interviews as required Questionnaire on work completed so far
3.15 – 3.30	Review of the day Outline of next week's activities/start times

Day 6	
<b>Session 1</b> 9.00 – 9.15	Recap on last week  Looking forward to the week ahead
<b>9.15 – 10.30</b>	Staying safe and healthy Risk assessment – the principles Risk assessment – examples
<b>10.30 – 10.45</b>	<b>Break</b>
<b>10.45 – 12.00</b>	Staying safe and healthy Signs and standard symbols Health and safety audit Risk assessment – group activity
<b>12.00 – 12.30</b>	<b>Lunch</b>
<b>Session 2</b> 12.30 – 2.00	Personal development Lifelong learning in the workplace Building a portfolio of evidence Skills, strengths and opportunities
<b>2.00 – 2.15</b>	<b>Break</b>
<b>2.30 – 3.15</b>	Personal development Learning at work Benefits of staff appraisal Personal Development Plans
<b>3.15 – 3.30</b>	Review of the day  Outline of next day's activities/start time

Day 7	
<b>Session 1</b> 9.00 – 9.15	Outline of day Recap day 6
9.15 – 10.30	Equality and diversity  Introduction to respect What is your culture? Introduction to stereotyping and prejudice
10.30 -10.45	<b>Break</b>
10.45 – 12.00	Equality and Diversity  Meeting the needs of people from different cultures Confidentiality
12.00 – 12.30	<b>Lunch</b>
<b>Session 2</b> 12.30 – 1.15	Planning for Work Placement What are your expectations? What employers expect of you Tasks to complete during the work placement Work placement checklist
1.15 – 1.30	<b>Break</b>
1.30 – 2.15	Service Improvement  Identifying home and work based problems An approach to problem solving Coming up with ideas
2.15 – 2.30	<b>Break</b>
2.30 – 3.30	Service Improvement  Problems you can solve, problems you can't and who can help Learning from complaints Excellence in customer service Personal benefits of giving a good service

Day 8	
<b>Session 1</b> 9.00 – 9.15	Outline of day Recap day 7
9.15 – 10.30	Applying for a job Skills checklist Where to look for jobs Dos and don'ts of form filling
10.30 – 10.45	<b>Break</b>
10.45 – 12.00	Applying for a job Personal pen picture Completing a job application form
12.00 – 12.30	<b>Lunch</b>
<b>Session 2</b> 12.30 – 2.00	Communicating with your customers Who are my customers? What makes good customer care? Why is it important?
2.00 – 2.15	<b>Break</b>
2.15 – 3.15	Communicating with your customers Responding positively to requests and complaints Being assertive Presenting a positive image of self and organisation
3.15 – 3.30	Review of the day Outline of next day's activities/start time

Day 9	
<b>Session 1</b> 9.00 – 9.15	Outline of day Recap day 8
9.15 – 10.30	Infection Control See Guidance notes
10.30 – 10.45	<b>Break</b>
10.45 – 12.00	Infection Control See Guidance notes
12.00 – 12.30	<b>Lunch</b>
<b>Session 2</b> 12.30 – 2.00	Preparing for interview What makes a good interview? Preparing for interviews First impressions
2.00 – 2.15	<b>Break</b>
2.15 – 3.15	Preparing for interview Questions you might be asked Questions to ask at interview Top tips for a successful interview
3.15 – 3.30	Review of the day Outline of next day's activities/start time

Day 10	
<b>Session 1</b> <b>9.00 – 9.15</b>	Outline of day Recap day 9
<b>9.15 – 10.15</b>	Work placement checklist  Emergency contacts post placement contacts 1-2-1s
<b>10.15 – 10.30</b>	<b>Break</b>
<b>10.30 – 12.00</b>	Review of programme  things enjoy things disliked achievements things learned things to learn  Post placement contacts  Presentations
<b>12.00 – 12.30</b>	<b>Lunch</b>
<b>Session 2</b> <b>12.30 – 1.00</b>	Final questions, concerns and arrangements
<b>1.00 – 3.30</b>	Work placement visit and interview

These materials have been developed by **Skills for Health** in conjunction with employers from the sector and are available free of charge for use in supporting training programmes.