

WORKING WITH OTHERS

PROBLEM SOLVING

IMPROVING OWN LEARNING & PERFORMANCE APPLICATION OF NUMBER

EMPLOYABILITY SKILLS

- Being a member of the office team
- Attending meetings
- Helping other staff
- Following instructions from the supervisor

KEY SKILLS

- Identifying a problem
- Solving a problem
- Reviewing methods used to solve problems

- Preparing well for an interview

- How to label visitors
- How to welcome visitors

WORK SKILLS

- How to prepare a presentation
- How to take minutes

- Recognising new skills you have gained

- Asking questions at the interview

- How to avoid office accidents
- Greeting and labelling customers

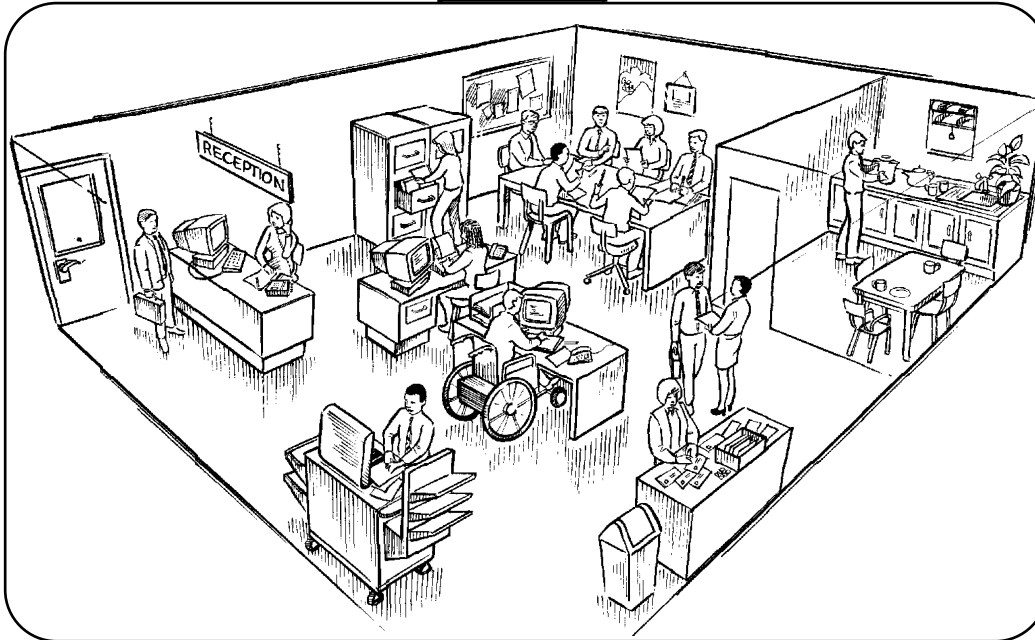
WORK TASKS

- Preparing for meetings
- Ordering stationery

- How to order stationery
- Setting targets with your supervisor

- Presenting yourself well to the employer

- Receiving, delivering and franking post



- Preparing business documents

- How to write an invoice
- Meeting targets and deadlines
- Identifying new skills

- Negotiating your work experience programme

- How to handle post
- Making tea/coffee

- How to make tea and coffee

- Using a computer

- How to do simple accounts
- Using spreadsheets
- Maintaining financial records

- Having a 'can do' attitude to work

- How to make tea and coffee
- Answering the telephone

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- How to write business letters
- Completing invoices
- Calculating VAT

- Understanding the importance of good appearance

- How to speak to customers
- Making calls from instructions
- Filing and retrieving documents
- Using office machinery

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- Filing and retrieving documents
- Using office machinery

- Double-entry book-keeping
- Simple accounting

- How to use the telephone
- How to prepare a file
- How to use a fax
- How to use a photocopier
- How to use spreadsheet software
- How to use word processing software

- Taking part in discussions with your colleagues

- Taking part in discussions with customers
- Reading company information
- Using communications technology

- Evaluating the use of IT in the office

- Using spreadsheets
- Using word processing package
- Using desk-top publishing
- Using other company applications
- Preparing documents using templates
- Using email

COMMUNICATION

INFORMATION TECHNOLOGY