**ANB – MANUFACTURING ACADEMY TIMETABLE**

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| DAY | ACTIVITY | DURATION | STAFF RESPONSIBILITY | CONTENT | LOCATION  |
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| Monday 25th March 2024 | Induction | 9.30am-10.00am | Claire McDowell  | Welcome & Introduction | Workforce Antrim Road |
|  | Level 1 in Customer Services – Day 1  | 10.00am – 1pm  | Claire McDowell | Participants will understand Customer Service requirements in the workplace. This includes principles of customer service, acknowledging participants, the communication process incorporating effective and empathetic listening.  | Workforce Antrim Road |
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| Tuesday 26th March 2024  | Level 1 in Customer Services – Day 2 | 9.30am – 1pm | Claire McDowell | As Above – Day 2  | Workforce Antrim Road |
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| Wednesday27th March 2024 | Manual Handling  | 9.30am 1pm | Claire McDowell  | Manual Handling - To inform participants regarding the safe lifting of loads within industry.  | Workforce Antrim Road |
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| Thursday 28th March 2024 | COSHH  | 9.30am 1pm | Claire McDowell  | Control of substances hazardous to health. | Workforce Antrim Road |
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| Friday 29th March 2024 | Employability Session.  | 9.30AM – 12.30PM | Ciara CavanaghCharlene Earley  | CV building, Mock Interviews and Interview Techniques.  | Workforce Antrim Road |