**ANB – MANUFACTURING ACADEMY TIMETABLE**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| DAY | ACTIVITY | DURATION | STAFF RESPONSIBILITY | CONTENT | LOCATION |
|  | |
| 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 |
|  |  |  |  |  |  |
| Tuesday 26th March 2024 | Level 1 in Customer Services – Day 2 | 9.30am – 1pm | Claire McDowell | As Above – Day 2 | Workforce Antrim Road |
|  |  |  |  |  |  |
| Wednesday  27th 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 |
|  | |
| Thursday 28th March 2024 | COSHH | 9.30am 1pm | Claire McDowell | Control of substances hazardous to health. | Workforce Antrim Road |
|  |  |  |  |  |  |
| Friday 29th March 2024 | Employability Session. | 9.30AM – 12.30PM | Ciara Cavanagh  Charlene Earley | CV building, Mock Interviews and Interview Techniques. | Workforce Antrim Road |