

CAREERS IN THE CIVIL SERVICE

SWAP

SECTOR-BASED
WORK ACADEMY
PROGRAMME

Throughout this programme you will develop your skills, knowledge and gain a better understanding of careers in the Civil Service, the work of the Department of Work and Pensions and the roles currently available.



You will gain qualifications in Employability and Customer Service, two key areas that support the role of most Civil Service careers and many jobs in other sectors.

YOU WILL DEVELOP KNOWLEDGE IN:

- Working in Customer Service
- Applying legislation, regulations and organisational procedures
- Communicating effectively with customers
- Recording and communicating problems

You will also gain a full understanding of the 3 stage application process, opportunity to complete practice tests, timings and questions, and experience, understand and utilise the STAR technique.

Start date: 15th April 2024
Time: 9:30-16:00
Days: Monday - Friday
Duration: 2 weeks
Location: Virtual Learning through Microsoft Teams

Please note: You must have access to a laptop or PC to complete this course.

Depending on your chosen path in the Civil Service, additional training may be available on completion.



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SMARTPHONE**

OR VISIT WWW.WESTON.AC.UK/WHAT-CAN-I-STUDY/EMPLOYMENT-SUPPORT