WORK EXPERIENCE PLUS!

Admin & Digital Skills in Social Care

Programme Agenda

PROGRAMME DETAILS

Programme	Work Experience PLUS! — Admin & Digital Skills in Social Care
Dates	**11, 12 and 13 January 2027**
Time	10:00am–12:00pm daily (3 days · 6 hours total)
Delivery	Microsoft Teams · Fully virtual
Audience	18–25 year olds not in education, employment or training
Award	NHS Certificate on completion of all three days
Requirements	Laptop or iPad with Excel required for Day 2 practical session

PURPOSE

Get ready to learn, practise and experience real workplace skills over three interactive mornings.

AGENDA AT A GLANCE

Day	Date	Theme	10:00–11:00	11:00–12:00
1	11 January	Working in Administration	Learn the Job	Yoodli Workplace Challenge
2	12 January	Digital Admin & Excel	Meet Our Digital Data Lead	Data Detective Challenge
3	13 January	Get Ready for Work	CV & Interview Skills	Yoodli Interview Challenge

DAY 1 11 January • WORKING IN ADMINISTRATION

Time	Session	Content
10:00–11:00	**Learn the Job**	Discover what working in Administration is really like. • The role of an Administrator in Social Care Hear from a guest speaker about their experience in Admin • Professional communication • Managing enquiries and appointments • Confidentiality • Accurate record keeping
11:00–12:00	**Yoodli Workplace Challenge** **(self-independent study)**	**GP Surgery Reception Simulation** Take on the role of an Administrator, handle a realistic patient enquiry and practise your communication and customer service skills. **Skills:** *Communication · Organisation · Customer Service · Confidence*

DAY 2 12 January • DIGITAL ADMIN & EXCEL

Time	Session	Content
10:00–11:00	**Meet Our Digital Data Lead**	Discover how digital tools and data are used in the workplace. You'll explore: • Data Entry · Data Quality · Excel · Sort & Filter · Duplicates · Pivot Tables and more
11:00–12:00	**Data Detective Challenge** (Self-independent study)	**Put your new skills into practice!** You'll receive a workplace spreadsheet and be challenged to find errors, organise the data and discover what the information is telling you. **Laptop or iPad with Excel required for this session.** **Skills:** *Excel · Digital Skills · Problem Solving · Attention to Detail*

DAY 3 13 January • GET READY FOR WORK

Time	Session	Content
10:00–11:00	**CV & Interview Skills**	Learn how to: • Recognise your transferable skills • Add your work experience to your CV • Use the STAR interview technique • Talk confidently about your Admin and Digital skills
11:00–12:00	**Yoodli Interview Challenge** **(Self-Independent Study)**	Take part in a simulated Administrator Job Interview and practise answering real interview-style questions. **Skills:** *CV · Interview Skills · Confidence · Employability*

ON COMPLETION

Certification	NHS Certificate awarded on completion of all three days
Learning resources	Access to Academy learning resources, including Excel, Outlook and Administration content, AI Essential: A beginner's Guide and more.
Progression	Support with next steps through the West and North London Recruitment & Talent Hub

LEARN IT · TRY IT · BUILD YOUR CONFIDENCE · TAKE YOUR NEXT STEP