DYW | EDINBURGH, MIDLOTHIAN & EAST LOTHIAN
Developing the Young Workforce

E-Learning Training Modules

Life at Work

Every new employee should feel confident in their ability to perform well when they start a new job. Young employees can really benefit from having a clear understanding of the basics of employment law as well as general workplace practices, such as understanding the responsibilities of an employer and an employee and knowing how to make a good impression when starting a new job.

Health & Safety

Research has found that young people often have little awareness of health and safety risks, making them more likely to have an accident. An employer should take young people's inexperience into consideration and assess risks to under 18s before they start work.

Cyber Security

All employees, including young people, should be aware of basic cyber security measures both for their own security online and that of the business. All employees, including those who do not have office based roles, are responsible for cyber security. Everyone should be made aware of how to safeguard information and recognise cyber-crime.

Customer Service

You may think the key to winning customer is down to the quality of the product. However, studies have now shown that customer experience is the key to winning customers. Young people can improve the customer experience through anticipating and accommodating the customer and by being familiar with body language, tone and how to deal with complaints.

GDPR

The General Data Protection Regulation (GDPR) is the legal framework that helps safeguard people's rights when it comes to personal data. If not followed, organisations can face fines of up to 4% of their global annual turnover. GDPR is relevant to all aspects of life and work, from handling customer information and managing social media accounts to making a purchase using a credit or debit card. All employees should be made aware of GDPR and how it impacts them and their customers.

Meta-Skills Development

E-Learning supports meta-skills development. The skills that will help you cope in an environment of ongoing change. Young People can use the tools on My World of Work to reflect on skills developed.

Get in touch to find out more:

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