

BMeT FAQs

How will I be assessed is there a test or exam?

There is an eligibility assessment on **12 November 10.00am – 1.00pm at Matthew Boulton College**. This is to assess your basic functional skills, that you can read and write and do basic English and maths. To refresh yourself before the assessment, visit [BBC bitesize](#) or watch examples on YouTube. Once you are on the course there aren't any tests or exams, but you will have a workbook to complete.

What will I learn on the first week covering customer service?

You will learn who a customer is, communication skills, how to assess customers' needs and how to deal with complaints.

What is covered in the second week?

On Monday, Tuesday and Wednesday, the following will be delivered at Matthew Boulton College: Digital Awareness, AI Awareness, applying for a job (job search), CV writing, safety online, finance and emails usage.

Thursday's session will be delivered online: Introduction to Food Hygiene and Infection Control.

Friday's session will be delivered online: Understand the world of entrepreneurship 'Setting up your own business'. Finance for Work.

What is covered in the third week?

Interview Preparation (STAR method), Improving Your Transferable Skills (knowledge, skills and behaviours), Equality and Diversity, Working with Vulnerable Adults (working within the NHS), Teamwork (team building, Improving Confidence, Roleplay).

What if I don't have access to the internet, can I still do the course?

You will need access to a computer and internet. You can use the facilities at the college or at your local library if you do not have access at home.

Do I need to be confident using a computer to take the course?

No, but you do need to have basic computer skills.

What final qualification or certificates will I get at the end of the course?

None, however you will have an acknowledgment from BMeT that you have completed the course and have a guaranteed interview on a Sector-based Work Academy Programme (SWAP) i.e. Healthcare Assistant, Support Worker, Housekeeping at Heartlands Hospital.

What type of jobs could I apply for following this course?

Healthcare Assistant, Support Worker, Housekeeping at Heartlands Hospital, Care Support Worker, Customer Service Assistant, Retail and Hospitality roles and many more!

Is there any more support for me when the course has ended?

Yes, there will be other opportunities available through the college including job opportunities.

Can I park at Matthew Boulton College?

No, unfortunately the college does not have a car park. The nearest car park is at Millenium Point. If you use public transport, you can claim your travel expenses from the DWP if you are in receipt of a means tested benefit (UC, JSA, etc.)