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Your story

You work at Hillsberry Hospital in the outpatients department.

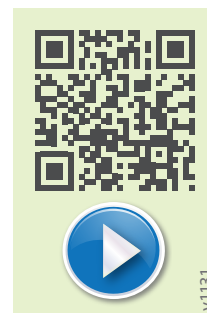
A patient is someone who is in the hospital when they are sick or hurt. Patients who come to the hospital for appointments and care but do not stay overnight are called outpatients.

The outpatients department is very busy and many different people visit it.

You work at the front desk. This means that a lot of people ask you questions. Your supervisor's name is Janice. You need to talk to Janice when you are unsure what to do or need help with something.

In the outpatients department, you do many different tasks. Tasks are things you do as part of your job.

Watch this video about your tasks.



Learning styles

People learn in different ways. Some people like to hear information. Some people learn best by looking at charts and diagrams. Others learn best by doing the task, which is sometimes called hands-on learning.

Here are examples of different learning styles.

	Visual Learning by seeing and looking Visual learners learn best by: <ul style="list-style-type: none">• Looking at images, charts and diagrams• Reading written words• Using colour to highlight or group information
	Auditory Learning by hearing and listening Auditory learners learn best by: <ul style="list-style-type: none">• Listening to people speak• Repeating information out loud• Talking to others
	Physical/kinaesthetic Learning by touching, feeling and doing Physical learners learn best by: <ul style="list-style-type: none">• Handling and using objects• Exploring• Doing tasks

Reading, writing and maths

If you have trouble reading, writing or doing maths, it may make it hard for you to learn.

For example, if your long-term learning goal is to do a business course that includes bookkeeping, you will need to do calculations that involve money. This means you will need to be confident that when you add and subtract sums of money, you calculate the right amount.

Money and time

Not having enough money may make it hard for you to do training.

For example, you may need to go to another place for training, but you may not have enough money for transport. You might also need books as part of your course, but you may not have enough money to buy them.

You may be busy and not have enough time to learn. You might need to work fewer hours or ask someone for help with babysitting so you have more time to learn.



Overcoming learning barriers

When you have identified a barrier to learning, you need to find a solution.

Here are some ways to break down barriers to learning.

Barrier	What it means	How to overcome it
You lack confidence	<ul style="list-style-type: none"> You are unsure whether you can learn You may have had a bad experience with learning in the past 	<ul style="list-style-type: none"> Ask your supervisor if you can have a mentor to support you and help with your learning Ask your supervisor if you can do the learning in smaller steps
You have difficulty with reading, writing or maths	<ul style="list-style-type: none"> You have trouble reading your course material You have trouble taking notes or writing things down You have trouble adding and subtracting amounts 	<ul style="list-style-type: none"> Ask your supervisor where you can get help with reading and writing Find a place where you can get help with reading and writing, such as a community centre or training organisation
You do not have enough money	<ul style="list-style-type: none"> You can't afford to buy books You can't pay for transport to attend training You can't afford a babysitter 	<ul style="list-style-type: none"> Ask your supervisor if your workplace can cover your costs Check if you can get government assistance
You have gaps in your learning	<ul style="list-style-type: none"> You may not have enough basic knowledge You may not have the basic skills You may not meet the entry requirements for your course 	<ul style="list-style-type: none"> Find out what basic training you can do Use the basic training as a stepping stone to do more training



Day 2

Now that you have thought about work-related learning goals, you decide to talk to your supervisor, Janice, to see if she can help you get some training.

You tell Janice that you need training in:

- How to use the patient information program
- The services the hospital offers and where they are located
- How to use the booking program

What has happened on Day 2

On your second day of work at Hillsberry Hospital, you have learned about:

- Achieving work-related learning goals
- Your preferred approach to learning
- Learning strategies
- Support resources
- Writing a learning plan