

#### **2.4.1 Delivery Proposal for Career Coaching for Pre Work Capability Assessment ESA Claimants Thames Valley JCP District**

**Supplier Name: Best Practice Training & Development Ltd**

Please provide a detailed account and breakdown of the proposed content, key stages and method of delivery for the Achieve your Potential provision, with supporting rationale and clearly detailing and subcontracted elements. Your response should include: -

- Details of how you propose to engage with JCP Work Coaches, with regards to handling initial referrals and taking forward the provision;
- Details of how you will identify the barriers and appropriate levels of support required for the individual claimants through the initial assessment
- Details of how your proposal for the content of the group, 3 week course will meet the requirements of the individual and also Paragraph 3.1 of the Specification
- Details of how your proposal for the content of the individual, 3 half day, one to one coaching sessions will meet the requirements of the individual and also Paragraph 3.1 of the Specification
- Details and design of the individual Personal Career Development Plan
- Details as to your proposals/steps to help ensure claimants achieve a Voluntary Work outcome or Job Outcome
- Details of your plans to manage the performance of the provision, including how you will monitor and measure effectiveness to achieve the required performance outcomes as detailed within Part 9 of the Specification
- An outline description of the systems your organisation will use to administer the provision effectively (e.g. keep accurate and auditable records on claimants, outcomes etc) and to gather/analyse/act upon claimant feedback.

Insert your response in the pre-set, shaded space of the following pages. Your response MUST be limited to 4 sides of A4.

**PLEASE NOTE THE SCORE ATTAINED IN THIS SECTION MAY ALSO BE USED IN A TIE-BREAK SITUATION WHERE APPROPRIATE.**

## Engaging with JCP

With our employability experience in Thames Valley region, we have strong links with JCP's and employers in Reading. We will utilise these contacts to continuously promote the provision. We have already researched JCP needs in this area and feel that this provision would meet JCP needs. The overall aim is to support ESA claimants with an intensive, specialist support programme to enable them to address multiple barriers, aiming to return to sustainable employment.

The Regional Development Managers will continue to engage with JCP's and other referral agencies.

The RDM's liaise with JCP Regional Managers, Partnership Managers and Advisors in all areas to promote the programme, agree provision and ensure a flow of referrals.

## Handling Claimant Referrals

1. The claimant referral will be received from JCP, direct to either our administration team, administered centrally in Watford or the RDM in Reading. The referral will be recorded and all details processed on our referral tracker/spreadsheet – name, address, contact details, NI number, DoB, JCP details, location etc.
2. We contact the claimant directly within 48 hours of referral - by email, telephone or text to agree and confirm details for the initial meeting.
3. We will agree an initial interview within 5 working days of every referral.
4. Every contact with each claimant and every outcome is recorded on our detailed tracker/spreadsheet.
5. We will process the claimant referral, as detailed in our administration process.

*We are happy to accept claimant referrals by all means – telephone, fax, email and/or post, to our administration team. If the Claimant fails to participate in the mandatory programme, we will inform JCP within 24 hours, by completing the referral form.*

## Initial Assessment

After referral to us, learners will be interviewed to assess their previous work experience, skills, employment barriers and career aspirations.

Learners will also complete a diagnostic assessment for literacy, numeracy and ICT to identify strengths and development needs.

We will ascertain the type of work preferred, and look at transferable skills for specific fields, identifying the appropriate levels of support for each individual.

Learners also complete a PSE diagnostic. This tool assesses 15 dimensions of Personal, Social and Employability skills: including: Flexibility, Self-awareness, Confidence, Resilience, Drive, Assertiveness, Problem-solving, Planning and Reliability.

We will also complete a 'Distance Travelled Towards Work' diagnostic to measure the distance from work at the start of the programme and the distance travelled during the programme.

Through robust initial assessment, we will also identify any health conditions and reluctance to learn attitudes with all individuals, addressing them throughout the programme.

All elements of the initial assessment process will be evaluated and used to support delivery of the course, adapting additional learning and appropriate delivery methods for each learner.

### **Summary**

- Each learner will be given an initial assessment and IAG to determine goals, current skills, barriers to learning/employment and to agree a suitable learning plan and delivery methods – this will also identify if learners require exclusive one to one coaching to address more complex needs.
- The delivery method chosen for each learner will take into account the learner's health condition and will include an appropriate combination of: group workshops, face-to-face mentoring, telephone and/or email support.
- All learners will be provided with professionally produced workbooks and assessment books allowing them to work through the main course content and assessment workbooks remotely.
- Learners who are unable to leave home will be supported and mentored remotely through telephone and/or email.
- Learners will be provided with access to a wide range of additional online learning materials through our Learning Zone - covering many areas which may assist in confidence building, motivation etc.
- All learners will be provided with support to help build IT skills relevant for job seeking and social inclusion.
- We will provide all learners with information and contact points for a range of useful organisations including those offering specialist support such as talking therapies and CBT. (e.g. NHS IAPT Service, Big White Wall)
- We will provide information and support to encourage the take up of new activities including group activities, hobbies, courses and voluntary work.

### **Group Coaching Intensive Support – 3 Week Course**

We will deliver 6 group activity workshops – (6 half day sessions; 2 sessions per week for 3 weeks). Learners will be encouraged to attend *subject to their health and mobility, additional needs and initial assessment*.

- Workshop 1 - Identifying barriers, skills & strengths and produce an Action Plan *(to include: overcoming health-related issues, confidence and motivational training, mental wellbeing, and challenging values, attitudes and beliefs) and prepare a Personal Career Development Plan.*
- Workshop 2 – Career Exploration and Development *(to include: understanding what career development is, career exploration, making smarter career choices and career development.*
- Workshop 3 – CV building and IT skills for job search *(to include: producing a CV and covering letter, job search, identifying vacancies, online support, UJM and other online systems, social media - including Facebook, Twitter, Linked in)*
- Workshop 4 – Preparation for interviews and personal presentation *(to*

*include: interview skills, mock interviews, help with job offers, dress to impress, punctuality and workplace standards of behaviour)*

- Workshop 5 – Core Life Skills and Work Place Skills (*to include: communication skills, team building, H&S, T&C's of employment, E&D, employer expectations*)
- Workshop 6 - Identify achievements and distance travelled, Exit interview and final IAG, agree next steps and actions, signposting to other organisations, work placements, sources of assistance, further learning, on-going support etc.

*Learners will be provided with comprehensive learning materials (workbooks) and assessment booklets covering their choice of units, which they will be able to complete at home.*

NB. This schedule is provisional only and the order of workshops may change.

### **One to One Coaching Intensive Support.**

We will deliver 3 half day; one to one coaching sessions for those that are harder to help or have more complex needs requiring individual support. Learners will produce a *Personal Career Development Plan*.

The one to one coaching sessions will be in a variety of formats in order to meet the needs of the individuals and may include:

Motivation, overcoming health barriers, mind-set, job search skills, IT, planning for job search, CV writing, communication skills, interview skills and techniques, confidence building etc.

Subject and content will be similar to the workshops as detailed in the Group sessions.

### **Disabled Claimants**

The programme will cater fully for disabled claimant referrals by use of telephone/email/post for individuals who are unable to attend. Our training facility also fully caters for disabled individuals.

### **Work Placements**

We will seek and arrange suitable work placements for learners, after completion of the programme. We will utilise existing links with employers in the area, contact new employers, support learners to contact suitable employers for placements, publicise work placement opportunities through Thames Valley Chamber of Commerce, utilise our close working relationships with local JCP personnel, to identify possible employers willing to offer work placements.

We will also utilise these relationships to identify work opportunities for claimants, to make links and secure successful job outcomes where possible.

### **Completion and Job Outcomes**

We are confident of meeting and surpassing the performance targets specified related to progression and employment outcomes.

Upon completion (Group or one to one) we will provide each individual with a

“certificate of achievement” to recognise completion of each course.

*Through every intervention and activity, our delivery team will be focussed on achieving and evidencing these outcomes for every learner.*

On completion of the programme, learners will be given final diagnostic tests to measure ‘distance travelled’ and a final IAG session either face-to-face or by telephone. Learners may be signposted to further learning at other local providers, or may progress to another suitable certificated course through Best Practice Training & Development. (e.g. Certificate in Customer Service Knowledge, Certificate in Principles of Business and Administration, Certificate in Cleaning Principles, Certificate in Nutrition and Health, Certificate in Working in the Health Sector etc.)

We follow up progression with every learner after completion of each programme. We will maintain contact on a weekly basis for 13 weeks after course completion track and monitor progression and any job outcomes sustained for a minimum of 4 weeks.

We will provide ongoing In Work Support, where appropriate to enable claimants to overcome any barriers when starting work and help them to remain in work for at least 4 weeks.

### **Administration Systems**

#### **Pre-enrolment**

Our Administrators monitor and track JCP referrals on a ‘Referrals spreadsheet’ recording all stages of the referral progress including claimant name and contact points, NI number, JCP referral date, JCP adviser, conversations with claimant, course start date, reminders sent, enrolment date offered, comments etc.

#### **Post-enrolment**

After enrolment, learner details are entered onto a comprehensive ‘learner database’ with approximately 40 fields (columns) of data. This database records information for each learner including: name, address, telephone, email, DoB, NI number, gender, ethnicity, enrolment/start date, learning aims(s), awarding body registration no, units achieved, completion date, certification date etc.

#### **Outcome tracking**

We will re-contact completed learners at month 1,3, and 6 after completing their course through a combination of telephone, email and text. Details of progress and any job outcomes and/or further learning will be recorded for each learner on the learner database.

#### **Analysis and Reporting**

Our systems allow us to filter and select data in numerous ways to analyse and report on any aspect of the data held.

We regularly produce reports showing: total number of learners, success rates, job outcome rates, success rates by ethnicity, gender etc.

#### **Customer Feedback**

We will elicit learner feedback at the start, midpoint and end of the programme and after every group workshop. We will use a combination of hardcopy evaluation forms and online ‘Survey Monkey’ questionnaires. These questionnaires will provide feedback on all aspects of customer experience

and satisfaction including content, delivery, tutor, materials, timescales, learning outcomes, equal opportunities, venue etc.

This feedback is analysed by management and discussed with tutors at regular quality meetings. Appropriate actions and/or changes will be agreed and acted upon as a means of achieving continual improvement and ensuring that we are meeting learner needs.

#### **2.4.2 Premises Proposal for Career Coaching for Pre Work Capability Assessment ESA Claimants Thames Valley JCP District**

Please provide details of the premises from which you propose to deliver the provision in the Reading Area of Thames Valley JCP District

Your response should include:

- full address details, including postcode, together with supporting rationale for choosing the location, i.e. why do you consider them suitable and how these locations will ensure full coverage of the required delivery area;
- details of facilities available at your proposed delivery location;
- details of how you will ensure suitable delivery locations for claimants with severe health or mobility issues;
- if you intend to use existing premises for this provision, please explain how this would fit with their current use and confirm that they have sufficient capacity. Alternatively, where new premises are proposed, please give an indication of timescales required to secure these premises.

Insert your response in the pre-set, shaded space of the following pages. Your response MUST be limited to 2 sides of A4.

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The delivery location will be:

The Downshire Room  
All Saints Church  
Downshire Square  
Reading Berkshire  
RG1 6NH

This training facility is centrally located in Reading and is very close to the job centre. This means that learners can attend JCP Reading and our facility in the same day if appropriate.

All Saints Church has been recently refurbished and offers a range of suitable facilities to support the provision – available function rooms of different sizes available for use, supporting group sessions, one to one and group courses. The facility provides suitable training rooms, with chairs and desks, projector for presentations, whiteboard and flip chart.

This facility provides disabled access and access to kitchen facilities for refreshments.

We also support this facility with our own IT equipment such as laptops for each learner and a wireless printer, to enable learners to print e.g. CVs, covering letters, job application forms etc.

All Saints Church also provides Wi-Fi access, further supporting our learners to search for and apply for jobs online.

This facility is also in good reach of public transport and has car parking available on the premises.

This facility provides sufficient capacity for the anticipated number of learners within the provision.

We currently already use this facility on a weekly basis, and are able to increase our bookings to facilitate this provision.

As we have built an established relationship with All Saints Church, they are fully supportive of our provision, which offers flexibility with room bookings, use etc. This will benefit this provision and will offer flexibility when scheduling course dates.

As members of the Thames Valley Chamber of Commerce, as a back-up facility, we are also able to book classrooms located in Reading and surrounding areas.

The membership also gives us valuable access to local businesses and networking facilities to further support progression opportunities for this provision.

### **2.4.3 HR Proposal for Career Coaching for Pre Work Capability Assessment ESA Claimants Thames Valley JCP District**

Please provide details of your staffing resource, including that of any sub-contractors you propose to employ, in order to deliver and manage the provision. Your response should include:

- FTE staff numbers, together with supporting rationale for your proposals including the required skills and experience of delivery staff;
- An outline of the roles and responsibilities for all staff involved (including delivery and management);
- An indication of how your proposals fit within your organisations' overall management structure.

Insert your response in the pre-set, shaded space of the following pages. Your response MUST be limited to 1 side of A4.

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Full time equivalent staff numbers = 2 (allocated to this provision)

We have an experienced team in place to deliver this provision. All individuals are experienced in managing and delivering certificated employability skills training and have the required qualifications, CRB/DBS checks and occupational experience working with unemployed individuals. The provision will take approx 50% of the course tutor and RDM + approx. 35% of Quality Manager, Administrator and 15% MD time.

Managing Director, [REDACTED] – to oversee the project + overall responsibility. *(IV qualification, Cert E&D, Cert IAG, Safeguarding)*

Quality Manager [REDACTED] – to ensure quality assurance throughout the project, meeting DWP, JCP and Awarding Body requirements, success rate and learner satisfaction targets. *(Assessor/IV qualification, Cert E&D, Cert IAG, L3 Award Health and Safety in the Workplace, LSIS Safeguarding)*

Administrator, [REDACTED] – to administer referrals and course bookings. To order/prepare/dispatch course materials. To ensure all learner documentation is completed correctly, processed and forwarded to the necessary contacts. Enrol learners with Awarding Body. To co-ordinate 1,3,6 month outcome monitoring. *(Assessor/IV qualification, Cert E&D, Cert IAG, PTTLs, LSIS Safeguarding, Certificate in Data Protection)*

Regional Development Manager [REDACTED] – to establish and maintain relationships with JCP, to oversee and manage delivery of the proposed courses. [REDACTED] will also be the Internal Verifier for this provision, ensuring high quality of teaching, learning, assessment and high success rates. *(NVQ L4 Learning & Development, Assessor/IV, Cert E&D, Cert IAG, LSIS Safeguarding)*

[REDACTED] has over 2 years managing the successful delivery of Employability skills training in the Thames Valley region and over 10 years managing and delivering funded training programmes with employers in the region.

Course Tutor – [REDACTED]

Experienced, qualified Employability tutor in Thames Valley, delivering various certificated Employability programmes. In-depth knowledge of Universal Jobmatch system, supporting learners to navigate and use the system to upload CV's, apply for jobs etc. [REDACTED] has excellent communication skills, adapting to suit each individual's needs. This has come with experience of delivering to unemployed individuals. Wendy has delivered the following qualifications/units for JCP claimants:

- Entry Level 3 Award in Preparing for Employment
- Entry Level 3 Award for IT Users
- Edexcel Level 1 Award/Certificate in WorkSkills
- NCFE Certificate in Exploring Employability skills (E3)

- Literacy for the Workplace / Numeracy for the Workplace

*(Assessor qualification, Cert E&D, Cert IAG, PTTLs, NVQ L3 Learning and Development, Certificate in Data Protection, LSIS Safeguarding).*

CBT Therapist – [REDACTED]. (BSc Psychology, Post Graduate Diploma in CBT). [REDACTED] will deliver the 'Confidence building, anxiety management and CBT techniques' workshop. [REDACTED] will also signpost learners to appropriate talking therapies and/or CBT provision.

The organisation has a proven management structure in place to successfully deliver employability skills in numerous areas including the Thames Valley. The existing management structure consisting of Managing Director/Quality Manager/Regional Development Manager will have responsibility for this provision. This will not require changes to the structure or additional management resources.

#### **2.4.4 Knowledge/Experience for Career Coaching for Pre Work Capability Assessment ESA Claimants Thames Valley JCP District**

Please provide an appropriate and detailed example which demonstrates your organisations' experience of successfully delivering this type of provision (or some other similar type of support / training provision) aimed at the customer group outlined in the Specification document.

If your organisation has no previous experience of working with this customer group, you should provide details of any steps / research you have undertaken in order to gain a sufficient understanding and working knowledge.

Insert your response in the pre-set, shaded space of the following pages. Your response MUST be limited to 1 side of A4.

In March 2012 we introduced Adult Learning Programmes for unemployed individuals, working closely with JCPs in the following areas: Swindon, Slough, Newbury, Abingdon, Bracknell, Watford, Hemel Hempstead, Waltham Cross and Dalston (Hackney).

The provision is customised for each JCP and their claimant groups and consists of a mix of classroom, blended and 'distance learning' provision. Our success rate across this provision was approximately 98% with >30% job outcome/education progression rates.

#### **Employability Slough JCP**

We started working with Slough JCP in November 2012 to deliver Employability support. We have supported individuals on a variety of accredited courses from our initial 'Introduction to Universal Jobmatch' course to the current 'Finding a Job + Interview Skills' course. These courses have helped the learners to gain in confidence, improve their CV, become competent in using Universal Jobmatch, and have also provided them with support in applying for and securing jobs.

Slough JCP claimants have achieved various qualifications including NCFE Entry Level 3 Certificate in Exploring Employability, EDI Award in Preparing for Employment, BTEC Award for IT Users and BTEC Level 1 Certificate in WorkSkills.

2012/13 – 67 Enrolled – 98% completion. 20 Job Outcomes.

2013/14 – 42 Enrolled – 98% completion. 8 Job Outcomes.

2014/15(to Feb 2015) – 15 Enrolled - 98% completion. 1 Job Outcome.

In December 2014, we were awarded a contract with DWP to deliver the Support for ESA Claimants within Thames Valley District. This provision uses FSF to deliver a dedicated Work Programme to ESA Claimants.

Claimants are provided with 6 months continued support to help increase their self-esteem, self-confidence and motivation; which will help them move close into work and help them identify their strengths/skills set.

The provision is a mixture of supported learning, 1-to-1 contact time (face-to-face, email and phone). We take into account the claimant's health condition and include workbooks with on line or paper versions to support those unable to leave the home. Mentoring and either group activity or a group project linked to the local community is included.

The project has recently started so we will closely monitor progression and analytical data.

#### **Employability – East London.**

In 2012 we introduced the employability provision in Hackney. This provision is for 19+ unemployed individuals and we established links to access referrals with various JCP's including Mare Street, Hoxton and Dalston. We have also established links with JCP to access referrals in Canning Town, Stratford and Leytonstone.

This provision is targeted at unemployed learners including 50+, lone parents, and those completing the work programme. During this period, we have

worked with many individuals facing complex learning and employment barriers, including physical disability and mild-moderate mental health conditions.

2012/13 – 320 Enrolled, 315 Completions – 98% completion.

2013/14 – 104 Enrolled, 102 Completions – 98% completion.

2014/15(to Jan 2015) – 59 Enrolled, 53 Completions – 90% completion.

Successful job outcomes include: Royal Mail, Arriva, Travis Perkins, Iceland, Co-operative, CFS, One Housing Group, Stage Coach, John Lewis, Peacocks, Ministry of Justice, Lyreco and Reiss.