

## **p2.4.1 Delivery Proposal – Content & Method**

2.4.1.1 - Please provide a detailed/structured account and breakdown of your proposed content and method of delivery for the Dumfries & Galloway Get Working Provision as detailed in the Specification. Your response should include:

- Intended process following referral from Jobcentre Plus;
- Diagnostic interview;
- Content of the Claimants Action Plan, clearly setting out how their identified barriers will be addressed by the relevant Employability Support Element;
- Details of your delivery proposals for the ten week Dumfries & Galloway Get Working Provision;
- Post programme support.

2.4.1.2 – Rationale for delivery approach which details how your proposal will achieve the performance requirements for the service.

2.4.1.3 - An outline description of the systems your organisation will use to administer the provision effectively (e.g. keep accurate and auditable records on customers, outcomes, claims etc.) **and** the gathering of information on claimant feedback to improve delivery or address claimant concerns;

Insert your response in the pre-set space. Your response must be limited to 3 sides of A4. (On completion, please upload onto Bravo).

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

#### **2.4.1.1: Breakdown of our Proposed Content- Referral**

Within 24 hours of a referral from JCP the customer will be contacted by telephone, if the customer cannot be contacted by telephone we will send an appointment letter by first class post. The customer will be welcomed to the provision, given information on the provision and an appointment time, to be arranged within 6 working days of the original referral. The customer will be asked to bring to this appointment any existing CV that they may have, copies of qualifications, certificates and evidence of travel costs, if applicable. Where we have a contact telephone number we will send a text to remind the customer of the appointment 24 hours before.

##### **Assigned Advisor**

Customers will be assigned an Employment Adviser, who will carry out their initial meeting and subsequent one to one interviews. However, the customer will also be introduced to other members of the team so that they feel comfortable talking to them should their assigned advisor be unavailable. Customer records are updated after each meeting therefore each Employment Adviser will be able to access up to date information on the activities and progress of each customer. Our Employment Advisers are experienced in working with a variety of customer groups for example Lone Parents, ex-offenders, unemployed through redundancy, change of career due to health related problems, young jobseekers and older jobseekers.

##### **Initial Engagement Activities**

All customers will have an initial 1:1 meeting with their assigned Advisor, this will last a minimum of 1.5 hours. This meeting will welcome the customer, establish the ground rules in terms of attendance, participation and explain in more depth the aims of the programme and the Skills Conditionality requirements. In order to create a meaningful individual Action Plan, we will use 'Outcome Star' for Work and Learning, which is a tried and trusted tool for setting benchmarks and measuring change. This holistic tool covers seven key areas: Challenges, job-specific skills, stability, job search skills, basic skills, aspiration and motivation, social skills for work. This will allow us to identify the key barriers to employment in a non-confrontational way and plan activities to address these. The information gathered from this will be used to create the individual action plan and timetable activities to recognise skills, plan training and overcome barriers. This assessment will be repeated mid-term and at the end of the programme which will provide the customer, ourselves and JCP Adviser with valuable and measureable information on activities, achievements and distance travelled.

##### **Employability Support Elements**

All elements identified in the specification will be delivered through a combination of 1:1 meetings and group workshop sessions. An individualised support programme will be identified from the customer's action plan which will include as a minimum 2 hours planned and facilitated activities. Elements discussed on a 1:1 basis can be reinforced at workshop sessions and customers benefit from working in a group setting by developing their communication skills, gaining confidence in a safe environment, sharing their knowledge with others and having the opportunity to socialise with others.

**Element1: The Importance of a Positive Attitude** Delivered through a combination of 1:1 and group sessions

- Identifying skills and strengths, how to demonstrate these when applying for jobs and why they are important to employers.
- What motivates you and how to keep motivated and positive.
- How to deal with setbacks and learn from these for example getting feedback from applications and interviews and using the information in a positive way.
- How to source and use supportive networks for example friends and family who are

in work and may have knowledge of vacancies.

- Information sessions from support agencies for example NHS Healthy Working Lives, Financial Inclusion Service, Community Learning and Development and other agency identified to suit the needs of the customers.
- Visits from employers and visits to their premises to provide information on entry routes, applications, interviews and behaviours.
- Responsibilities of employment.

**Element 2: Qualities, Attitudes and Behaviours which Employers look for in their Employees** – Delivered through a combination of 1:1 and group sessions.

- Dealing with work situations- recognising situations that could arise in the workplace and planning strategy to deal with these.
- Perceptions and reality of what is important to employers and how to demonstrate these qualities.
- Personal development- how to identify development areas and create a time bound and measurable plan to achieve these.
- How to plan and effectively manage time, the importance of good timekeeping
- Body language, effective communication, the importance of first impressions and good presentation.
- Roles within in a team, how to identify your role and how to use this effectively in the workplace.

**Element 3: Jobseeking Support** – delivered through a combination of 1:1 and group sessions:

- Each customer will be provided with their own memory stick to save jobseeking related documentation eg CV, covering letters, personal statements etc.
- We will review each customers UJM account and ensure that they have up to date and effective CV's saved.
- Create a new CV or review of existing CV – paper based copies will be provided as well as an electronic version.
- How to complete effective applications including supporting information statements, covering letters, speculative applications. These will be saved onto the customers memory stick so that they can be adapted for each application.
- We will ensure that each customer has a suitable email address, has sufficient ICT skills to access UJM and other job sites and is confident in completing online applications.
- Interview skills- planning for an interview, travel arrangements, questions to plan for, different types of interview, how to cope with nerves, body language, getting feedback and acting on it.
- How to find and use local labour market information.
- Supported jobsearch – access to computers, newspapers, specialist publications, stationery and postage, photocopying, local training and volunteering opportunities.

**Element 4: Job Skills Development**

We will use the customers initial action plan and subsequent reviews to identify sector specific training that will enhance their employment prospects. Assistance will be provided to source funding for this training for example ILA, Hollywood Trust, Employability Skills Service. Assistance will be provided to complete funding applications. Many of these qualifications can be delivered through our own accreditations and on our own premises. In addition to the 4 Employability Support Elements we will offer **at no extra cost to DWP/ JCP** the following elements:

**Element 5: British Computer Society Employability Digital Skills Award**

This will equip customers with the knowledge and practical skills of how to look for and apply for work using digital methods.

### **Element 6: Starting Your Own Business**

Customers considering self-employment will be given the opportunity to attend a half day workshop which will include information on funding, access to support agencies, guest speakers, assistance with business and marketing plans.

### **Element 7: SQA Certification: Responsibilities of Employment & Dealing with Work Situations**

The elements of the programme fit with the above qualifications therefore customers will have the opportunity to build a portfolio of evidence and be certificated for the work that they have completed throughout the programme.

### **Element 8: Work Experience**

Short sector specific work placements will be arranged for customers who wish to: add fresh activity to their CV, have their first experience of work or change to a new work sector.

### **Exit Planning and Aftercare Support**

Using the 'Outcome Star' system will allow us to create for each customer an exit plan which will clearly show the distance travelled, activities completed and agreed next steps for each customer. This information will be provided to JCP within 5 days of the customer leaving the programme. Post programme support will be provided to all customers for 6 weeks, the frequency of support will be identified within the Exit Plan and will include:

At a minimum weekly contact by telephone or in person: Continued use of facilities i.e. computers, stationery, postage, newspapers etc.: Assistance with completion of application forms, interview preparation: Job matching immediately notifying customers of suitable job vacancies, making employers aware of recruitment incentives that the customer may be eligible for. Customers securing employment we will be provided with information advice and signposting to services they may require in order to sustain employment for example Council Tax, Housing, Childcare, travel arrangements. We will remain in contact with customers for the first 8 weeks of employment to ensure a smooth transition. This will be at a pre-arranged time to suit the customers working pattern.

**2.1.1.2: Rationale:** As an organisation we have been established for 17 years and worked in the region successfully delivering programmes to help people find and sustain employment. This has allowed us to build strong relationships with employers, JCP, support agencies and gain the trust of local people. We have demonstrated a strong commitment to the Dumfries and Galloway area by investing in fully equipped and staffed offices in both Dumfries and Stranraer. We believe that we have compiled an appropriate and responsive programme to meet the current and future labour market needs and one that will quickly assess customers, gather information regarding their current level of job readiness and any factors that could hinder this. The programme is planned to allow flexibility in terms of time for additional support and to meet the changing needs and circumstances of the customer. The work of the Employment Advisers is supported by an Employment Engagement Adviser who will actively promote customers to employers in the region to access employment opportunities that may not be advertised through the usual channels.

**2.1.1.3 Administration:** Accurate record keeping is an essential element of the programme, from initial referral customer's details will be entered onto our customer management system. All meetings and interventions with the customer will be recorded so that attendance, progress and achievements can be monitored. This ensures that any remedial action required can be dealt with swiftly. We are familiar with the use of SL2's and have existing administration processes in place to ensure that these are completed accurately and timeously. All financial claims are checked and agreed by one of the company directors prior to being claimed. Feedback is gathered from customers throughout the programme and on exiting the programme through a combination of reviews, informal discussions and survey monkey. Weekly communication meetings are held with management and advisers to monitor progress and outcomes, share feedback and best practice. This process is embedded in our quality systems & ensures that if action is required it is acted upon swiftly.

## 2.5.2: Premises

Please provide details of the premises from which you propose to deliver the Dumfries & Galloway Get Working Provision.

Your response should:

2.5.2.1 Include full address details together with supporting rationale for choosing the premises, i.e. why do you consider them suitable; and, details of the resources / facilities available to participants at your proposed delivery premises;

2.5.2.2 If you intend to use existing premises for elements of this provision, please explain how this would fit with their current use and confirm there will be no adverse affect on provision currently being delivered.

Alternatively, where new premises are proposed, please give an indication of timescales required to secure these premises and confirmation they will be available for the start of the programme.

Insert your response in the pre-set, shaded space of the following pages. Your response **MUST** be limited to 2 sides of A4. (On completion, please upload onto Bravo).

**2.5.2.1:** Our provision will target customers residing within the Dumfries and Galloway area of the West of Scotland Jobcentre Plus District with locations focused from the referral jobcentres in Stranraer, Dumfries and Annan. In addition to the specified delivery locations we also propose to deliver the Dumfries and Galloway Get Working Provision in Sanquhar. This will ensure that customers within the Upper Nithsdale area (Kirkconnel and Kelloholm) will not have to travel more than 40 minutes (each way to attend) provision. We propose to use our existing employability premises in Dumfries and Stranraer and deliver an outreach service in Annan and Sanquhar.

**1. Lowland Training Services, 70 Buccleuch Street, Dumfries, DG1 1SF**

Our employability delivery premises are located in the centre of Dumfries, a 5 minute walk from the bus station and 10 minutes from the train station giving easy access to customers from all residential areas within Dumfries but also the outlying areas of Stewartry, Annandale and Nithsdale. Dumfries Job Centre Plus offices are within 5 minutes' walk from the office. The premises offer flexibility in terms of space and privacy. The training room has the option to be set up to deliver group sessions for up to 20 people, smaller sessional groups and activities including employer visits, role play, mock interviews etc. Smaller rooms are available for one to one meetings, job search activities and research. All rooms have access to computers and laptops with internet access. We have a resource area which provides information on local support services, college prospectuses and volunteering opportunities. Rest areas and tea/coffee facilities are available for the use of all customers to the centre.

**2. Lowland Training Services, 34 Charlotte Street, Stranraer, DG9 7EF**

Our employability delivery premises are located in the centre of Stranraer, a 5 minute walk from the bus station and the Job Centre Plus office. Our premises have a suitable small private meeting room, ideal for one to one appointments and a training suite which offers flexibility for group sessions and sessional work. It is suitably accessible with restrooms and refreshment facilities. Car parking is available at the rear to the premises, including disabled parking.

Both premises support job search activities by having the following equipment and resources:

- Fully equipped ICT suites with access to broadband, each office has a combination of desktops, laptops and iPads offering maximum flexibility in usage. Customers can use these for research, computer training, job search activities and email. Support is available at all times for customers who may require assistance in the use of IT appliances. All IT equipment has the most up to date software programmes.
- Multifunction printer, which customers can access to provide high quality prints of CV's, letters and other support material as required.
- Stationery and postage is made available to customers for job search and course related materials this includes paper, envelopes, folders etc.
- Both offices have televisions, projectors, digital cameras and camcorders, these are used to add variety and enhance our programmes. For example recording mock interviews, viewing and discussing You Tube clips, portfolio evidence etc
- Both the Dumfries and Stranraer offices, include a dedicated job search area with daily updated jobs/ training courses and job events in the area, various support materials and information on new training opportunities throughout the West of Scotland region.
- Local newspapers are purchased for customers to use these include Dumfries

and Galloway Standard, Courier, Annandale Herald, Galloway Freepress, Galloway News, Cumberland News, specialist publications will be purchased on the request of customers.

**3. The Hub, 15 Ednam Street Annan, DG12 6EF**

Multi-use Community based facility, within a well-known venue in the heart of the community. The offices are 2 minutes from Annan Jobcentre, 5 minutes from train and bus stations. We have utilized these facilities on previous outreach programmes and services. The facilities are well known to local people, with the Registrar offices, Voluntary, Social and Education Services being based within the same office. We are able to hire a self-contained 'flat' which includes a meeting area with room for up to 10 people, a kitchen area with separate meeting area and rest facilities. The space within the 'flat' allows us to deliver group sessions, set up a mini computer suite and have a one to one area.

**4. Kirkcubrecht Resource Centre, Main Street, Kirkcubrecht, DG4 6RB**

Multi use Community based facility, familiar to local people, with rooms suitable for one to one meetings or small group sessions. These facilities have been used on previous programme requiring outreach and are currently used for work clubs, training and community clubs. They have a small training room, kitchen area, rest area and computer suite.

The locations that we have chosen for our outreach services are based in central locations, easily accessible and well known to customers from that area. The Employment Advisers will have with them a mini office which will include a minimum of 3 laptops, a portable printer, stationery, stamps etc. Internet access will be available at all outreach locations and a mobile telephone for customer use. Due to the geographical spread of our customers in Dumfries and Galloway, all our Employment Advisers are experienced in delivering this type of service. Every effort is made to replicate the service provided to customers from our established employability delivery offices in Dumfries and Stranraer, if at any point an outreach customer wishes to access the additional services and resources available, we will reimburse the customer for their travel expenses to these offices.

Our existing links and working relationships with the proposed outreach community centres in both Annan and Kirkcubrecht, ensures we have swift and flexible booking arrangements, including routine block bookings in order to facilitate the one to one meetings and group workshops.

Training material and resources are reviewed on a weekly basis during staff team meetings as part of our quality procedures. Our job vacancies folders are reviewed and updated on a daily basis. For customers who prefer to use paper based resources, our job vacancy folder is available within both offices, Stranraer and Dumfries, and will also be made readily available to outreach customers.

**2.5.2.2:** Our training centres in Dumfries and Stranraer are fully operational, staffed and equipped to offer our full range of employability and skills training and support interventions.

Prior to commencing bidding for Dumfries and Galloway - Get Working Provision, we have consulted with all delivery and administration staff in both locations to confirm that we have the additional capacity available to deliver this contract with particular regard to referral volumes and timescales i.e. initial engagement activities.

### 2.6.3: Human Resource

Please provide details of your staffing resource, including that of any sub-contractors you propose to employ, in order to deliver and manage all elements of the Dumfries & Galloway Get Working Provision.

Your response should include:

- 2.6.3.1 Full Time Equivalent (FTE) staff numbers, of staff (delivery staff, admin, management) involved in the delivery of the programme together with supporting rationale for your deciding on these numbers (Please express a full time member of staff as 1:0, with others detailed as 0:5 or 0:25);
- 2.6.3.2 an outline of the roles and responsibilities for all staff listed / involved (delivery, admin and management);
- 2.6.3.3 information about the qualifications and/or experience of the staff who will be involved in both the delivery and the management of the proposed provision, together with an explanation of why you believe these to be appropriate in the context of this provision;

Insert your response in the pre-set, shaded space of the following pages. Your response MUST be limited to 2 side2 of A4. (On completion, please upload onto Bravo).

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### 2.6.3:

Our Dumfries and Galloway Get Working Provision proposed team have over 34 years' experience in delivering employability, skills and development training and have developed excellent working relationships and referral links with Job Centre Plus Managers and Advisers throughout the Dumfries and Galloway Region - Dumfries, Stranraer and Annan, during this time. Our team have strong working relationships with partner and specialist organisations in the local area i.e. Employability & Skills Service, Apex Scotland, Financial Inclusion Services, Third Sector First, Holywood Trust, Dyslexia Scotland, used effectively to deliver additional support required by customers.

We have based staffing on the indicative volumes as specified in the Dumfries & Galloway Get Working Provision specification document and on our proposed additional delivery area of Sanquhar. In order to deliver and manage all elements of the provision efficiently and effectively, and with flexibility to facilitate volumes in specific towns or areas, we propose the following staffing and roles:

**Contract Manager: 0.25 FTE:** responsible for delivery co-ordination, monitoring achievements against targets, compliance and quality management, financial, staff deployment, JCP liaison, security management, dispute resolution and health and safety.

**Employment Advisers: 3.0 FTE:** responsible for day to day delivery of the programme including outreach services, induction, initial assessment, one to one meetings, coaching and upskilling customers, group sessions, signposting and referral to other agencies, where appropriate, based on initial and ongoing assessments, action planning, reviews, record keeping, compiling cv's, reporting to Contract Manager, communicating with other Consultants.

**Employer Liaison: 1.0 FTE:** responsible for actively canvassing employers to promote customers on the programme, arranging interviews, accompanying customers to interview where necessary, arranging work experience placements, carrying health and safety check with employers prior to work experience, informing employers of recruitment incentives for example: Employer Recruitment Incentive for Targeted Young People, Adopt an Apprentice and Local Enterprise Partnerships incentives such as Employer Recruitment Incentive 30+ Pathways to Employment.

**Administrator: 0.50 FTE:** taking initial referral telephone calls and enquiries, providing information on the provision, booking appointments on behalf of Employment Consultants, ensuring programme timescales are met, text reminding service, recording attendance, updating files, administration of SL2s, printing, photocopying, mailing and reception services.

Our proposed Dumfries & Galloway Get Working Provision staff team are highly experienced in delivering similar employability provision throughout the Dumfries and Galloway Region for example:

- General Operative Courses – DWP/ JCP 2014
- Employability Support Contract – DWP/ JCP 2013,
- Employability Fund Stages 3 & 4 Skills Development Scotland 2012 – ongoing,
- Road & Streetworks – Dumfries and Galloway Council 2008 – 2012,
- Sports Related Motivational Programme – DWP/ JCP 2012,
- Training For Work – Skills Development Scotland 2009 -2012,
- Deprived Area Fund – DWP/ JCP 2008 – 2010,
- New Deal for Disabled People – DWP 2010 – 2012.

Our experienced Contracts Manager has over 12 years in managing successful DWP, JCP, Skills Development Scotland, European Social Fund, Local Authority and Third Sector contracts throughout the West of Scotland. She has a proven track record in compliance and operations and also holds a professional management qualification.

Our existing highly competent Employment Advisers are experienced in delivering outreach employability related services throughout Dumfries and Galloway in areas such as Annan and Sanquhar. They have a wealth of experience and knowledge in supporting customers with mild, moderate and complex barriers i.e. drug and alcohol issues, lone parents, redundancy, homelessness, ex-offenders, disabilities etc. As well as having a minimum of 4 years proven experience of working on successful back to work/ confidence building/ employability programmes our Employment Advisers are occupationally competent and hold a range of appropriate employability/ workforce and learner qualifications.

Our highly experienced and knowledgeable Employer Liaison Officer has over 8 years background and proven track record of working in partnership with local employers and has established strong links within the West of Scotland business community and partnerships. She has acquired an indepth knowledge and understanding of the local market, barriers, economy and skills shortages. Our Employer Liaison Officer reports directly to Directors with new opportunities, skills shortages etc to ensure our provision is in alignment with the local Dumfries and Galloway Local Employability Partnership (LEP) pipeline requirements, ensuring it is relevant to the local labour market needs, in particular identified growth sectors and priorities.

All Lowland Training Services staff have excellent local knowledge and an understanding of the needs and barriers of the Dumfries and Galloway labour market. We have developed and maintained a bank of over 120 International, National and Regional supportive employers such as Croma, Grahams Construction, Homebase, Wickes, Farmfoods, B&M Home Stores, New Look, Morrison Construction, Vigilant Security, NHS, Argos, Aldi, Goodmans Construction, Furniture Project, Logan Gardens, Cairndale Hotel, Auchenlarie Caravan Park, Mabie Farm Park, Dumfries and Galloway Council, 3B Construction, Dunhelm Mills, StenaLine, Kier Construction, Park Dean Holiday Park, Semi-Chem etc. Our broad spectrum employer database range from public, private and voluntary organisations, span a wide range of sectors and provide valuable employment and work experience opportunities.

Lowland Training Services are active members of numerous organisations and government bodies such as: Hub South West Scotland, Federation of Small Business, Dumfries and Galloway Chamber of Commerce and Scottish Training Federation. All Lowland Training Services staff regularly attend training and networking events to maintain their professional competence/ development, and promote Lowland Training Services to employers and organisations working within the local area.

Our proposed programme delivery team will ensure that Dumfries & Galloway Get Working Provision is:

- implemented seamlessly and successfully into our existing programmes
- successful management and administration systems are implemented
- an appropriate and effective individualised employability/ upskilling service is offered to each customer.

## 2.7.4: Previous Experience

Please provide a detailed example (including links with JCP and local employers) which demonstrates your experiences of :-

2.7.4.1 successfully delivering this type of provision (or similar);

2.7.4.2 working with the claimant group as described in the specification;

*If your organisation has no previous experience of delivering this type of provision to 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. (On completion, please upload onto Bravo).

**2.7.4.1:** Operating in the West of Scotland since 1997, Lowland Training Services has gained a reputation for delivering and managing high quality skills development training for a range of funders i.e. DWP/ JCP, Skills Development Scotland, Local Authorities.

Current or previous contracts with similar employability support include:

- General Operative Courses – DWP/ JCP 78% into employment.
- Employability Fund (Stage 3) – 58% into employment, based on end of year figures for 2014/ 2015. Supporting and mentoring 16 – 24 year olds through real life work placements into employment opportunities and tangible positive outcomes.
- Employability Fund (Stage 4) - 67% into employment, based on end of year figures for 2014/ 2015. Supporting eligible JCP and PACE customers through employability and skills training to allow them to access employment opportunities.
- Employability Support Provision – 50% into employment. Addressing and supporting the needs of 140 JCP claimants, within Dumfries and Galloway, to become job ready and ultimately secure sustainable employment.
- Sports Related Motivational Programme – 65% into employment. Supporting and addressing individual's shorter-term needs, such as self-esteem and confidence and medium-term needs, through sport related activities with the ultimate goal of securing sustainable employment.
- Barnardo's Works Programme – 53% into employment. Supporting the hardest to help long-term unemployed DWP Work Programme 18 -24 year olds move into sustainable employment through employability, vocational and life skills training.
- New Deal for Disabled People – 81% into employment. Supporting customers with disabilities into sustainable employment.
- Deprived Area Fund – 67% into employment. Supporting customers living within identified SIMD areas, into employment, self employment or training through employability, vocational or life skills training.

Since 2006, Lowland Training Services has met and surpassed all contract performance requirements set by various funders. The success of our programmes have been published by DWP/ JCP, Skills Development Scotland, Learndirect, Dumfries and Galloway Council in various forms: press releases, digital and monthly publications and newsletters.

**2.7.4.2:** The Lowland Training Services team have over 50 years indepth knowledge, experience and understanding of working with the customer groups detailed in the Dumfries and Galloway Get Working Provision specification. We have established strong links within the West of Scotland business community, local Job Centre Plus offices, Local Enterprise Partnerships and have an indepth knowledge and understanding of the local market, barriers and economy. Our current labour market intelligence allows us to tailor provision effectively for example sector based work academies, target skills shortages, provide a wide range of work experience placements and ultimately secure sustainable employment for our customers.

We work in close partnership with companies and agencies that will provide additional support and also **added value** to the Dumfries and Galloway Get Working Provision. For example: Young Entrepreneur Project (18-24) offers Grant Funding, Dumfries & Galloway Chamber of Commerce: networking opportunities (i.e. Women in Business, Working from Home), HR support, events and training and Princess Trust for Customers 18-30 offer: funding, enterprise courses and networking opportunities etc.