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£100M RESPONSE TO REDUNDANCY PRE-EMPLOYMENT TRAINING PROGRAMME

A National LSC Programme

Guidance for Providers

April 2009

Version 1.0

Introduction

This document is intended to give providers details of the £100m Response to Redundancy Programme that is being implemented on a national basis. It provides key information to support the delivery of this Programme, in particular where the requirements either differ or supplement the normal LSC or ESF provision criteria. It should be read in its entirety and alongside contract documentation and the standard LSC/ESF guidance/requirements documents.

Please note that this is a generic guidance document as some provider contracts may not cover all of the provision described in this document.

The latest version of this document will be made available electronically via the LSC website.

1. Context

On 21 October 2008, Skills Secretary John Denham announced a package of measures in response to the economic downturn. As part of this package, the LSC has £100m to support workers affected by redundancy.

The LSC is making available £50m from the European Social Fund (ESF) and £50m through Train to Gain to boost skills interventions for individuals under notice of redundancy, those made recently redundant, and those that are unemployed and further from the labour market, but could be made ready for work with this skills development support package. The funding for this activity will be offered holistically, with the Train to Gain and ESF funded elements of the package forming a seamless single offer, supporting the Employer Responsive (ER) funding stream core offer.

The £100m is available from 1 April 2009 until 31 December 2010.

2. Aims of the £100m Response to Redundancy Programme

The aim of this offer is to ensure that training provision is in place to enable providers to respond to redundancies and the employment implications of the present economic climate, and to fill gaps in mainstream LSC funding for individuals at risk of being made redundant or who have been made redundant. The approach will ensure adults aged 18 and over under notice of redundancy, those made recently redundant or those that are unemployed who could be made ready for work are provided with the high-quality training and education support that they need to enable them to either continue in, or enter or re-enter employment and contribute positively to the local labour market.

Providers will be expected to develop working links with Jobcentre Plus in order to provide support and skills development activities that are relevant to both identified vacancies and forthcoming sectoral based skills demand in local labour markets. The aim of providers must be to move people into employment in local labour markets with the realistic prospect of them progressing in work through further training, and to continue to support individuals once in the work force through the ER funding stream.

3. Process

The approach relies on a provider being able to offer a seamless service to employers and individuals, joining-up the offer of both pre-employment training and the in-employment training offered through the ER funding stream.

The focus of support required for individuals in a pre-employment or pre-redundancy situation requires solutions to be driven by the needs of the individual, employers and the local labour market. Training and support activity needs to demonstrate a maximum degree of flexibility to support individual employability and mobility.

Employers and individuals will be provided with a clear understanding of the range and scope of education and training services that they can expect to receive and the appropriate signposting to other public agencies such as Business Link or **nextstep** services, as well as Connexions for young people.

The new Programme will support and enhance the current skills development offer to employers and individuals.

The Employer Offer

Support under the pre-redundancy offer is likely to enable response to significant redundancies where the employer is keen to support activities within the period of notice of redundancy, or willing to extend the redundancy period to allow access to skills development activity that will help the employee re-enter employment quickly.

Providers will work with organisations that are reducing their workforce as a result of the economic downturn or market failure, and provide a bespoke training programme that reflects the needs of the local labour market and the employees being supported. Provision will be funded as long as it is organised and delivered according to the individual's existing skill levels, local labour market intelligence on available job opportunities, the individual's own career aspirations and in line with the skills interventions listed in the following section on 'The Individual Offer'.

A package of support will typically be between 2 and 8 weeks, depending on the arrangements made with the employer. However, it may be possible to extend the duration of the programme to better fit with the employer and employee's needs in line with specific circumstances related to the period of redundancy. Providers should discuss this with their LSC Contract / Partnership Manager in the context of their delivery contract. Helping people to refresh their skills in a sector or begin the work of retraining for a new one to aid progression into employment should be the key driver of any activity.

It is proposed that activity is quality assured through the accredited status of the provider rather than the qualification and that the level of activity is constrained by setting a maximum funding limit.

Providers will be pro-active in supporting businesses by joining up this training provision delivered to those under notice of redundancy alongside an offer to the employer to support the skills and qualification of their existing/remaining workforce through the core ER funding stream contract and funding stream.

The LSC is looking to providers to support individuals to secure employment and to enable support for accredited training once they have re-entered employment through the core ER funding stream contract where the normal rules will apply (please refer directly to the [Train to Gain Additional Flexibilities 08/09](#) guidance document, pages 16 and 17). This can be through the provider's own ER funding stream contract or through links with another provider that holds such a contract.

The Individual Offer

Eligible individuals (see Section 5 below) will be offered a range of education and training services to develop skills to help them to retain employment or find new employment. The aim will be to equip individuals with the skills to be employed in line with emerging skills shortages and emerging job opportunities in the same company or with a new employer.

The Provider will proactively market training availability to affected employees within supported organisations, and to those who have already been made redundant.

The key focus is on the needs and solutions being driven by the individual and the needs of the local labour market so training and support activity needs to have a maximum degree of flexibility to support individual employability and mobility.

A package of support will typically be between 2 weeks full-time and/or 8 weeks part-time in order to accommodate current Jobcentre Plus (JCP) regulations on attending full-time training and availability for work that apply to JCP customers. Helping people to refresh their skills in a sector or begin the work of retraining for a new skill to aid progression into employment should be the key driver of any activity.

The Provider will also need to demonstrate what mechanisms they would employ to ensure that they would promote continued skills development should an individual find work part way through their training.

The provider must be able to offer the following range of skills interventions tailored to the needs of the individual. It is recognised that not all of these will be needed in each case:

- Training Needs Analysis and Individual Learning Plan;
- Skills for Life diagnostics (including ICT) and delivery of appropriate training;
- Assessment of generic employability skills needs and the delivery of training to improve job search, job application and in-work skills;
- IAG and learner support;
- Training to update skills needed for a specific employment sector;
- Pre-employment training to provide skills to enter a different occupation or sector;
- Regular progress reviews;
- Exit interviews and customer tracking.

Provision must be focused on skills development and will be funded as long as it is organised and delivered according to the individual's existing skill levels, local market intelligence on opportunities and the individual's own career aspirations.

Training offered need not lead to qualifications but where accreditation, including of units, is available this should be considered in order to provide individuals with transferable evidence of skills and knowledge for future progression, particularly to full qualifications through ER funded provision. Where accredited and approved provision is delivered it must be recorded as described in Section 7 below.

A key requirement for Providers is that, once the individual re-enters employment, the provider should seek to continue skills and qualifications development with the new employer/employee delivered under the core ER funded contract (subject to normal Funding Guidance and new flexibilities such as the ability to fund and deliver units.)

Providers must work with individuals who are under notice of redundancy to ensure where possible that any outstanding ER funded provision or alternative employment linked training activity is completed.

Providers will be expected to work effectively with a range of public and private sector delivery partners to signpost employers and individuals to other organisations

that can offer other services set out below that were not covered under this procurement exercise:

- Support and training linked to entrepreneurship, self-employment and social enterprise;
- Working with Business Link to utilise and enhance business 'start up' support and to support any employer with access to wider business support services;
- **nextstep** services;
- Additional learning support and learner support;
- Signposting to enhanced and quality redundancy focused matrix accredited IAG focused on jobs and skills;
- Specialist advice regarding benefit allowances, debt counselling, emotional support, etc;
- New employment opportunities in addition to vacancies offered by Jobcentre Plus.

The Provider should have the capacity to deliver education and training immediately once the contract starts in April 2009. This should not be delayed in any way by any recruitment processes or other processes that need to be introduced.

Due to the changing economic and political landscape, the LSC and Jobcentre Plus approach and associated processes may change during the life of this Programme. In such circumstances Providers will be expected to adapt their offer and processes accordingly.

4. Contract Arrangements

Only providers who were registered for Employer Responsive provision on the LSC's QPF system will have been eligible to tender, and if successful, be able to deliver training to learners through this Response to Redundancy programme. Providers will have been asked to demonstrate their experience of and ability to work with unemployed individuals and deliver bespoke pre-employment training.

For those providers who have successfully tendered to deliver the Programme, an ESF contract and delivery schedules will be issued by the managing LSC Region. Providers should ensure these are promptly signed and returned along with the supplied Appendix 2 spreadsheet, completed with the estimated monthly profiles for each contract deliverable. This document will then form part of the contract.

Providers will need to work closely with their LSC Contract Manager / Partnership Manager to ensure this funding achieves maximum impact in supporting the target individuals, and to ensure the linkages to any other provision are identified and fully utilised.

5. Eligibility

Overall definition of individual eligibility as per the ITT

Individuals will need to be 18 or more years of age and eligible for LSC and ESF funding under the normal rules. They will also need to fall into one of the 3 following categories:

- (a) Those under notice of redundancy;

- (b) The newly redundant; and
- (c) The unemployed who would be 'job ready' following receipt of the provision offer.

Note: not all contracts will include provision for all 3 categories, depending on the regional requirements.

Definition of terms

- (a) **under notice of redundancy:** an individual who is aged 18 or over and is in possession of a personal redundancy notice letter, or covered by an overall letter on headed paper from the employer in which the individual is listed as one of those 'under notice' of redundancy from a specific date.
- (b) **newly redundant:** an individual who is aged 18 or over and is in possession of a redundancy notice letter from their ex-employer confirming their last day of employment is in the last 3 months, or the first date of unemployment is either current or in the last 3 months.
- (c) **unemployed:** an individual who is aged 18 or over and not in paid employment but available and actively seeking work¹.
- (d) **job ready:** an individual who could be employable following a short job focused training intervention under this offer, as opposed to a substantial vocational skills investment under the 'Training offer for those unemployed for 6 months'² programme, and leading to learning supported under other funding streams.
- (e) **job outcome:** a job of 16 hours a week that starts within 13 weeks of the end of training provision under this offer and that lasts for at least 4 weeks.
- (f) **workplace training supported under ER funded provision:** continuing learning or other training for progression funded under the programmes described that starts within 13 weeks of the end of the initial training provision funded under this offer.
- (g) **training delivery:** The training delivered does not have to be accredited training or lead to the acquisition of qualifications. However providers need to understand the link between the pre-employment element of training and the subsequent progression to ER funded provision . The training should be specific to the requirements of the individual's target employment.

¹ This is based on the ILO definition as follows: The "unemployed" comprise all persons above a specific age [18 in this case] who during the reference period were:

- (a) "without work", i.e. were not in paid employment or self-employed;
- (b) "currently available for work", i.e. were available for paid employment or self employment during the reference period, and
- (c) "seeking work", i.e. had taken specific steps in a specified reference period to seek paid employment or self-employment."

² Separate Provider Guidance is available for this programme.

6. Funding and payments

Funding will be available to support provision for learners up to a maximum of £1,500 per learner. A nationally consistent funding model, based on the delivery of guided learning hours (GLH), has been agreed as follows:

- Between 9 and 14 GLH: £270
- 15 to 44 GLH : £500
- 45 to 74 GLH : £850
- 75 GLH or more : £1200

All of the above bandwidths include the production of an Individual Learning Plan.

In addition, funding of £300 is available for a successful job outcome and progression into further work place training delivered through either The ER funding stream or an Apprenticeship. Providers must evidence both the job outcome and the training start in order to claim the output payment.

Funding for delivery will be triggered via Individualised Learning Record (ILR) returns and/or the completion of a Delivery Statement via the Provider Gateway. The payment points are as follows:

1. **Individual Learning Plan and first 9 GLH of training:** An initial payment of £200 will be triggered once the ILP has been completed and the first 9 hours of training in any glh bandwidth have been delivered.
2. **Delivery of training:** The remainder of the funding for the relevant bandwidth will be triggered on completion of the training when a correctly completed ILR has been submitted.
3. **Job Outcome and progression to accredited training:** Once training funded under this Programme is completed and the individual has entered employment and started training supported by evidence as in Annex A attached, and a correctly completed ILR has been submitted. Commencement is defined as per the normal Train to Gain requirements for a learner start.

Example: Learner A undertakes 47 hours of pre-employment training, enters employment, then commences / continues into a Level 2 qualification (via The ER funding stream or an Apprenticeship) either on entering employment or within a maximum of 13 weeks.

The funding for Learner A is £1,150 made up of £200 for the ILP and first 9 GLH, £650 for delivering 47 GLH in total (i.e. the remaining payment for GLH Band 45-74) and £300 for a job outcome with training through the ER funding stream. The first automated payments are scheduled to be made in July 2009 for all delivery reported up until June 2009. If this will cause problems Providers should contact their LSC Contract Manager / Partnership Manager.

To meet the payment timetable actual delivery will need to be reported by the fourth working day of the month following the period being claimed. Payment will then be made via the BACS system on the eighteenth working day of that month, once the automated payment system is activated.

7. Reporting and Data Returns

Reporting on this programme will be via both the monthly Employer Responsive (ER) ILR data submissions and a Delivery Statement. The process will be implemented in three stages.

Stage 1 to end of June 2009

The first stage will be by submission of a manual Delivery Statement (copy at Annex B) with collection of learner data on the Employer Responsive ILR.

Providers will be supplied with an electronic version of the Delivery Statement; this will need to be e-mailed to your LSC Contract Manager / Partnership Manager³ by the fourth working day of the month following the claim period, with a signed paper copy to follow within a further 4 working days. This document will hold cumulative delivery volumes that will be uploaded once the online Delivery Statement is available. This is scheduled to happen in June 2009.

Learner data will need to be recorded using a paper based Employer Responsive ILR. It will not be possible to submit this information to the On Line Data Collection (OLDC) system until late June 2009.

Stage 2 July & August 2009

This will follow the same process as in stage 1 but with the Delivery Statement being completed online, ILR data being uploaded to the OLDC system (from period 11) with system generated payments.

Stage 3 September 2009 onwards

This will build on the process from Stage 2 with the implementation of the 2009/10 Employer Responsive ILR. This will add ILR field A68 (Employment Outcome) which was previously not available for the recording of job outcomes with training.

ILR Returns

There are some programme specific codes that you will be required to record on the ILR as follows:

Field L45 (Unique Learner Number): must be completed for all learners as this will be used to track learners as they progress into employment and onto further training via the ER funding stream.

Field A09 (Learning Aim reference): use code ZSPE0001.

Field A10 (LSC Funding Stream): use code 70

Field A49 (Special Projects and Pilots): use one of codes SP014-SP017 depending on the number of guided learning hours being delivered.

- SP014 for 9–14 GLH
- SP015 for 15-44 GLH
- SP016 for 45-74 GLH

³ Regions will specify specific arrangements directly with each provider.
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- SP017 for 75+ GLH

This field should be completed with the expected guided learning hour band at the beginning of the programme. If the learner has undertaken more hours than originally expected by the time they complete, then field A49 should be updated appropriately. This will ensure that the provider receives the correct payment for the actual number of hours delivered when the learner finishes.

When a learner is undertaking an accredited unit or qualification the accredited aim should be recorded in addition to the funded ZSPE0001 aim to allow the aim to be counted towards qualification targets. Code SP018 should be used in field A49 so that this additional aim does not generate duplicate funding.

Field A68 (Employment Outcome): This field will be available in the ILR for 2009/10 and should be used in ILR returns from September 2009 onwards to record and claim job outcome with training payments.

Field E22 (Project Dossier Number): this must be completed. LSC regional offices will inform providers of the project dossier number

Field E23 (Local project Number): this must be completed. LSC regional offices will inform providers of the local project number

Further details of ILR completion at each stage of the learner journey are set out in the evidence requirements table in Annex C.

ILRs should be submitted in line with the published ER returns timetable, which can be found on *the information authority's* website:

<http://www.theia.org.uk/downloads/ilrdocuments/>.

Other general information about completion of the ILR and tables of codes to be used can also be found here.

8. Evidence Requirements

As part of the LSC audit regime, activity delivered through this Programme will be incorporated into the auditing of a provider's activity as a whole. As well as the general audit requirements the following specific evidence is highlighted below, this also includes the evidence requirements for the non-payment monitoring deliverables within the contract.

General evidence requirements

Providers will need to keep evidence as set out in Annex C that the individuals are:

- (a) Aged 18 or over and eligible to receive LSC funding;
- (b) Living or working within the contracted delivery area;
- (c) In one of the 3 categories described in Section 5 above.

Job ready

The training provider should record the confirmation that an individual could be employable following the specified training offer on the Individual Learning Plan.

Job outcome with training

Additional evidence will be required for audit purposes to support the payment of job outcomes with workplace training supported under the ER funding stream as in Annex A. This will be required from:

- The employer;
- The employee; and
- The training provider.

The Annex A template has been approved as meeting the minimum evidence requirements. The provider will need to collect and retain the completed forms as auditable evidence of both a job outcome and training progression.

Contract Deliverable Evidence Requirements

The evidence requirements for each of the contract deliverables are fully detailed in Annex C. This table outlines the evidence requirements against each of the core deliverables for this programme. Where additional deliverables / evidence requirements have been added to a contract to meet differing regional requirements, these evidence requirements will be available via your LSC Contract Manager / Partnership Manager.

9. Further Guidance

For any enquiries or further assistance please contact your LSC Contract Manager / Partnership Manager.