

# Building effective relationships

## Skills Broker: Explaining the Offer to Employers



Lesley Monaghan

Interim Regional Workforce Development Manager

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## Key performance indicators

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- 2500 unique employer engagements per year resulting in 1 or more referral
- 51% of employers engaged must be defined as 'hard to reach'
- 90% employer satisfaction with the service
- Skills Brokers achieving the Skills Broker Standards by the end of July 2007

# What is the Train to Gain offer to employers?



- Free independent, impartial Skills Brokerage
- Solutions funding:-
  - First level 2 entitlement and Skills for Life
  - Non accredited training (50%)
  - NVQ 1-4 or equivalents (50%)
  - Inward investment
  - Redundancies
  - Leadership and management assessments

## Customer journey- initial contact

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- Employer contacts Business Link direct
  - Skills Broker visit
  - Information provided
  - Referral made
- Referrals from other sources
  - Employer contacted
- Light touch brokerage follow up
  - Employer contacted

## Customer journey-employer visit

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- Identify the business's skills needs now and in the future
- Provide advice on who can deliver training and staff development to meet the employers requirements
- Provide information on other organisations who may be able to assist the employer
- Provide information on possible funding to support the employers investment in training
- Complete an organisational training needs analysis
- Agree the outcomes of the meeting with the employer

# Customer journey- completing agreed actions



- Obtain indicative costs associated with training needs and issue costed action plan
- Action referrals
- Process funding applications
- Set review dates

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## Provider/Broker Protocol

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## Why do we need a protocol?

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- To agree an effective way of joint working between the Skills Brokers and Provider network
- To ensure quality of the employer customer journey
- To clarify roles and responsibilities
- To agree expectations
- To identify who has 'ownership' of the employer at each stage in the process
- To determine handover points between service providers
- To ensure the employer is kept informed

## Areas included in the draft protocol

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- Skills Broker & Provider responsibilities
- Employer Data Service
- Role of light touch brokerage
- How Skills Brokers select Providers to meet employer requirements
- Follow up and response times

## Additional areas to be added

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- Process for contribution to wage costs
- Skills Brokers role in Type C funding requests

## The consultation process

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- Requirement for Protocols first formally presented to the provider network at an LSC event on 5<sup>th</sup> May
- LSC award Skills Brokerage contract to Business Link North East
- Consultation event held 24 August with volunteers from 5<sup>th</sup> May, LSC and Skills Broker representatives
- Draft initially circulated to Providers for comment 25 September via Regional AOC Director and Regional Chair of ALP/WBL Network
- Further circulation to Work Based Learning Providers via NECC 30 November

## Next steps

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- Protocol to be signed by BLNE/LSCNE/ representative on behalf of the Provider network
- Implementation of the Protocol
- Review of the Protocol

# Question and answer session

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Any Questions?