
 <b>European Union</b> <b>European Social Fund</b> Investing in jobs and skills	<b>Response to Redundancy</b>	 Leading learning and skills
	<b>SPECIFICATION QUESTIONNAIRE</b>	

## SECTION 1 – BACKGROUND

On 21<sup>st</sup> 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 through 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 elements of the package forming a seamless single offer, supporting the Train to Gain core offer.

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

Only employer responsive providers who have successfully pre-qualified through the Qualified Provider Framework (QPF) for delivery of Adult Education and Training Services can bid to deliver these services.

Due to the current economic climate it is expected that Providers would be able to respond in a timely manner based on the demand. Taking into account existing arrangements, LSC regional offices will indicate the priority support activities required in each region.

### AIM

The aim of this offer is to ensure that capacity 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, enter or re-enter sustainable 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 prepare people for employment in local labour markets with the realistic prospect of moving them into sustainable jobs with training, continuing to support individuals once in the work force through Train to Gain or Apprenticeships.

#### **CONTRACT START AND END DATE**

The main contract for delivery will run from April 2009 to December 2010, with monitoring through until June 2011.

Contracts issued through this procurement process may be varied at a later date if additional funding becomes available.

#### **SERVICE REQUIREMENT**

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

The focus of support required for individuals in a pre-employment or pre-redundancy situation is fundamentally different from that required for individuals within employment with needs and solutions being driven by the individual 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, e.g. Business Link or **nextstep** services, as well as Connexions for young people.

The service will support and enhance the current support 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 redundancy, or willing to extend the redundancy period to allow access to skills development activity that will help the employee re-enter employment quickly.

Employers making individuals redundant will be offered a choice of provider to work directly with them to ensure these individuals have the high quality

training and education to support them to find new employment.

Successful contractors 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. There should be no restriction on the type of provision. It 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 and the individual's own career aspirations.

A package of support of typically between 2 and 8 weeks aimed at helping people to refresh their skills in a sector or begin the work of retraining for a new one to aid progression into sustainable employment should be the key driver of any activity. 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.

It will be incumbent on the provider and the individual to check there are no benefit implications to any extension. If there are any benefit implications to the individual, then the duration of training should be up to two weeks full-time or eight weeks part-time.

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 Train to Gain contract and funding stream.

Once the individual has benefited from the flexible skills support, the LSC is looking to the provider to support the individual to secure further employment and to enable support for training once they have re-entered employment through the core Train to Gain contract where the normal rules will apply (please see most recent changes to "firstness" requirements for TtG in respect of those entering employment through this and other JCP programmes). This can be through the provider's own Train to Gain contract or through links with another provider that holds a Train to Gain contract.

#### The Individual Offer

The individual affected by, or under notice of redundancy, 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 successful contractor 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 of typically between 2 and 8 weeks aimed at helping people to refresh their skills in a sector or begin the work of retraining for a new one to aid progression into sustainable employment should be the key driver of any activity.

The training will need to be flexible and accommodate current benefit restrictions/rules (where relevant to the individual) incumbent upon the JCP clients (16-hour rule). 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 successful 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;
- Embedded 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.

There should be no restriction on the type of education and training provision that can be delivered. It 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 individuals own career aspirations, however activity must be focused on skills development.

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 Train to Gain or an Apprenticeship.

A key requirement for contractors is that once the individual re-enters employment then the provider should seek to continue skills and

qualifications development with the new employer/employee delivered under the core Train to Gain or Apprenticeships (subject to normal Funding Guidance and new flexibilities such as the ability to fund and deliver units.)

Contractors must work with individuals who are under notice of redundancy to ensure where possible that any outstanding Train to Gain or alternative employment linked training activity is successfully completed.

Successful contractors will be expected to work effectively with a range of public and private sector delivery partners to sign-post employers and individuals to other organisations that can offer other services set out below that are 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.

Due to the changing economic and political landscape, the LSC and JCP approach and associated processes may change during the life of this contract. In such circumstances successful contractors will be expected to adapt their offer and processes accordingly.

The successful contractor 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.

The LSC will agree indicative priority activities with providers.

For more information and guidance on Train to Gain funding, go to:

<http://www.lsc.gov.uk/providers/ttg/latest/>

For more information on LSC funding policy and guidance go to:

<http://www.lsc.gov.uk/providers/funding-policy/strategic-overview/>

## TARGET GROUPS

There are three key target groups for this support:

- Individuals who are under notice of redundancy and their employer organisations;
- Individuals who are newly redundant;
- Individuals who are unemployed but would be ready for employment after receiving this package of skills development support.

## SECTION 2 – REGIONAL REQUIREMENTS

Each region's requirements are set out in a separate document called 'Response to Redundancy: LSC Regional Requirements, January 2009'. This document is available on the LSC's e-tendering system. Providers are advised to read this document carefully before submitting a tender.

In order to submit a full response, providers must complete the following:

1. Providers must complete all 6 questions in this national specification questionnaire.
2. Providers are required to **complete the regional question, question 6, for each region** where they wish to be considered. There are hints and tips provided for each region as well as the Regional Requirements document.
3. Providers will also need to complete the regional requirements spreadsheet for each region where they wish to be considered.

## FUNDING AVAILABLE

Funding will be available to support provision for learners up to a maximum of £1,500 per learner. A nationally consistent funding model has been agreed and is described below:

Funding for delivery based on guided learning hours:

- 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 include the production of an Individual Learning Plan.

Funding for outputs:

- £300 for a successful job start outcome and progression into further



work place training delivered through either Train to Gain or an Apprenticeship. Providers must evidence both the job entry and the training start in order to claim the output payment.

Funding for delivery will be triggered via Individual Learning Record returns and/or and completion of a Delivery Statement via the Provider Gateway.

Providers' performance will be monitored alongside their employer responsive contract, not only on the employment and training output detailed above, but also on sustainable employment outcomes. Providers will also be required to report on progression to other learning where candidates have not entered employment.



For Information Only

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## ACTIVITY OVERVIEW

Please provide a summary of the activities you intend to deliver. This information will be used as part of the decision making process to provide an overview of the applicant's response to the tender.

Please enter your answer here

**1 HOW WOULD YOU DEFINE THE TARGET GROUP(S) IDENTIFIED IN THIS SPECIFICATION AND WHAT IS YOUR EXPERIENCE OF WORKING WITH THIS GROUP(S)?**

### Tips

The tender specification identifies three groups of individuals for whom this activity is intended. The activity will also support employers. This section must clearly identify which of the target groups will be supported through the activity you are proposing to deliver. Your response should demonstrate:

- an understanding of the target group(s) and their specific needs
- an explanation of the target group(s) and what their needs are
- make reference to any specific characteristics that the target group(s) may have
- specify in what way your proposed activities have been designed to meet these needs
- quote any documents that identify the needs
- outline the experience that your organisation has of working with the target group(s)

For employers as the target group

- explain how you will identify the employers to be supported by your proposed activities

Ref: [Q1]

Please enter your answer here

**2 HOW WILL YOU ENGAGE WITH AND MEET THE NEEDS OF ELIGIBLE TARGET GROUP(S)?**

	<p><b>Tips</b> Your response should describe</p> <ul style="list-style-type: none"> <li>• how the proposed activity will engage with and meet the needs of the target group(s)</li> <li>• how you will ensure that your delivery will be flexible in meeting the needs of the target group(s)</li> <li>• how you will ensure that participants (employers and/or individuals) are eligible for support</li> <li>• how you will identify and work with other deliverers/intermediary bodies etc., where appropriate</li> </ul> <p>For employers as the target group</p> <ul style="list-style-type: none"> <li>• how you will engage with employers, setting out the links you have with employers and/ or how these will be developed</li> <li>• how you will promote your offer to employers</li> <li>• how you will identify employers' skill needs</li> <li>• your referral process</li> </ul> <p>For individuals as the target group</p> <ul style="list-style-type: none"> <li>• how you will engage with, recruit and retain individuals and demonstrate that this process is appropriate</li> <li>• how individual needs will be identified and addressed in an imaginative and innovative way</li> <li>• how you will ensure equality of opportunity throughout the programme</li> <li>• your approach to initial assessment and information, advice and guidance (IAG)</li> <li>• how you will ensure participants progress into further development where relevant</li> <li>• how you will track individuals</li> </ul> <p><b>Ref: [Q2]</b></p>
<p><b>Please enter your answer here</b></p>	
<p><b>3</b></p>	<p><b>HOW WILL YOU MANAGE AND DELIVER THE PROPOSED ACTIVITIES?</b></p> <p><b>Tips</b> Your response should describe</p> <ul style="list-style-type: none"> <li>• how you will ensure that the service to employers is seamless and will join up pre-employment and in-employment training, including how you will access complementary activity, for example, that of Business Link, nextstep services and Jobcentre Plus</li> <li>• your model of delivery including your management arrangements</li> <li>• how the different activities within your proposal will be developed, implemented, measured and evaluated</li> <li>• how these activities will deliver the aim, objectives and milestones identified in the specification</li> <li>• how your management and delivery model will enable you to be</li> </ul>

	<p>responsive to the needs of employers and individuals</p> <p>Ref: [Q3]</p>
<p><b>Please enter your answer here</b></p>	
<p><b>4</b></p>	<p><b>WHAT STRUCTURES WILL YOU USE TO SUPPORT YOUR PROPOSED DELIVERY MODEL?</b></p> <p><b>Tips</b> Your response should describe</p> <ul style="list-style-type: none"> <li>• the infrastructure for the delivery of the proposed activity. If the lead organisation is based outside the region, please describe the arrangements for delivering the activities within the region</li> <li>• additional staff, premises or other resources which may be needed</li> <li>• all marketing activity which will be required</li> </ul> <p>Ref: [Q4]</p>
<p><b>Please enter your answer here</b></p>	
<p><b>5</b></p>	<p><b>WHICH PARTS OF YOUR PROPOSAL WILL BE DELIVERED IN CONJUNCTION WITH OTHER ORGANISATIONS?</b></p> <p><b>Tips</b> Your response should describe</p> <ul style="list-style-type: none"> <li>• your active partners/subcontractors and any potential partners/subcontractors (these may include brokerage organisations, Trade Unions, Jobcentre Plus etc)</li> <li>• if potential partner/subcontractor relationships are not already established, please describe how you will secure their commitment and/or involved (letters of commitment are not required at this point, but will be required at a later stage of the tendering round)</li> <li>• the extent to which unsecured partner involvement is required and highlight where reduced or lack of involvement might place the proposed activity at risk</li> <li>• which activities will be delivered under this arrangement</li> <li>• your role as prime contractor</li> </ul> <p>Ref: [Q5]</p>
<p><b>Please enter your answer here</b></p>	
<p><b>THE FOLLOWING QUESTION SHOULD BE COMPLETED FOR EACH REGION THAT THE PROVIDER IS SUBMITTING AN APPLICATION FOR</b></p>	
<p><b>6</b></p>	<p><b>HOW DO YOUR PROPOSED ACTIVITIES CONTRIBUTE TO THE REGIONAL OBJECTIVES (INCLUDING SECTOR(S) AND GEOGRAPHY WHERE SPECIFIED) AND ADD VALUE TO OTHER ACTIVITIES THAT ARE AVAILABLE TO THE TARGET GROUP(S)?</b></p>

	<p><b>Tips</b> Your response should identify and/or describe</p> <ul style="list-style-type: none"> <li>• how the proposed model is appropriate for the target groups, sectors and geographic locations</li> <li>• experience your organisation has of working in different LSC regions</li> <li>• the mechanisms you will put in place to ensure you can respond quickly to individual and employer demand</li> <li>• known skill shortages</li> <li>• the needs of the local/regional/national employer bases</li> <li>• priority sectors and/or growth sectors</li> <li>• relevant strategies, plans, frameworks, policy initiatives and other programmes</li> </ul> <p><b>Ref: [Q6]</b></p> <p><b>THE FOLLOWING SECTION SHOULD BE COMPLETED FOR EACH REGION THAT THE PROVIDER IS SUBMITTING AN APPLICATION FOR</b></p>
	<p><b>East of England</b></p> <p><b>Tips</b></p> <ul style="list-style-type: none"> <li>• geographic locations and sectors within those locations in which the proposed activities will operate, including indicative numbers</li> <li>• how the project will complement other initiatives already in place in the region, including LSC funded provision</li> <li>• for each of the three client groups prioritised in the region, understanding of the alternative provision available in the region and experience of working with the relevant agencies</li> </ul>
	<p><b>East Midlands</b></p>
	<p><b>Greater London</b></p> <p><b>Tips:</b></p> <p>Demonstrate how your responses to the previous questions link to:</p> <ul style="list-style-type: none"> <li>• the target group definitions set out in the Joint Action Plan (JAP) and the Mayor’s Economic Recovery Action Plan (ERAP).</li> <li>• evidence of how you will deliver your offer in conjunction with the London Nextstep Prime Contractor.</li> <li>• JCP district configurations as set out in the Regional Requirements.</li> </ul>

	<ul style="list-style-type: none"> <li>the need to respond to London Jobcentre Plus' 9 main employing occupational sectors, and additional sectors identified as "at risk" as set out in the JAP and ERAP</li> <li>the London Region's expectation of a range of bids from Prime Contractor, Consortia or Partnership Arrangements. Please provide details of all your key delivery partners, sub-contractors, and consortia members. If known, please indicate the levels of funding you intend to sub-contract to each partner or sub-contractor.</li> <li>a profile of delivery in response to the funding model corresponding with the data submitted on the spreadsheet.</li> </ul>
	<p><b>North East</b></p>
	<p><b>North West</b></p> <p><b>Tips</b> Your response should identify:</p> <ul style="list-style-type: none"> <li>How a seamless service will be provided that supports individuals' pre-redundancy through into employment and post employment training, partnership arrangements for the delivery of this activity should be described.</li> <li>How training will be delivered in locations which are convenient for the individuals supported.</li> <li>How you will link with other partners and agencies, particularly IAG service deliverers and Jobcentre Plus in each of the sub-regions to ensure that this offer complements and adds value to support programmes already in place.</li> <li>Within the <b>Northwest (excluding the Merseyside Phasing-In Areas)</b> providers must demonstrate how their activity will bring added value to current activities including those funded through LSC and Jobcentre Plus ESF Co-finance Plans. LSC ESF funded programmes currently operating within the Northwest (excluding the Merseyside Phasing-In Area) are: Sustainable Employment Programme, Skills for Jobs and Inward Investor and Restructuring Company Response Programme.</li> <li>Within the <b>Merseyside Phasing-In Area</b> providers will need to demonstrate how their activity will bring added value to the current activities including those funded through LSC and Jobcentre Plus ESF Co-finance Plans and activities funded through the Complementary Strand. LSC ESF funded programmes currently operating within the Merseyside Phasing-In Area are: Sustainable Employment Programme, Skillworks, SkillsBoost, Enterprise Routeway, Priority Sector Routeway, Inward Investor and Large Company Response Programme.</li> <li>The target groups that you are proposing to working with, identifying the volumes of participants that will be supported from each of the Northwest sub-regions. Where activity will only be available to parts of</li> </ul>

	<p>the sub-regions, providers must identify which local authority areas will be covered.</p> <ul style="list-style-type: none"> <li>Describe the sectors, occupational areas and target groups that will be supported including the volumes of participants that will be assisted.</li> </ul>
	<p><b>South East</b></p> <p><b>Tips:</b></p> <p>In your response please demonstrate:</p> <ul style="list-style-type: none"> <li>That you will engage all three different target groups: Individuals who are under notice of redundancy and their employer organisations; individuals who are newly redundant; individuals who are unemployed.</li> <li>How you will respond rapidly to redundancies in any sector and any geographical area in the South east. Demonstrate how you will achieve flexibility of response. If you are not planning to deliver across all of the South East, to all sectors, and to all eligible learner groups please explain why.</li> <li>How you will deliver the specific elements of activity set out in the South East regional requirements</li> <li>How you will deliver your offer in conjunction with the South East Nextstep Prime Contractor</li> <li>How you will work closely with the SEEDA/ JobCentre Plus Continuing Employment Service (CESS), and JobCentre Plus.</li> </ul>
	<p><b>South West – Cornwall and the Isles of Scilly</b></p>
	<p><b>South West – South West region</b></p>
	<p><b>West Midlands</b></p>
	<p><b>Yorkshire and the Humber</b></p>