

Summary of Skills Needs Identified Through Sector Consultation

- 1 The North West Development Agency (NWDA) established the Regional Strategic Partnership (RSP) to enable an effective response to the White Paper, 'Getting on in Business, Getting on at Work'. It is the vehicle for ensuring that all the adult skills, business support, labour market and productivity services available at regional, local and sectoral level are mobilised to support regional priorities and address the skills needs of individuals and businesses in the region.
- 2 The RSP is tasked with identifying the sectoral skill priorities for the North West at levels 3 and 4. To support this, the RSP asked the Sector Skills and Productivity Alliances to set out their skills priorities in formal submissions to the RSP. A summary of the priorities highlighted by each Alliance is tabled below.

Sector (SSPA ¹)	Qualification Level			
	Lower/Upskilling	Level 2	Level 3	Higher & Management
Automotive	<ul style="list-style-type: none"> Entry level & part-time opportunities available in the distribution & after care sector. 	<ul style="list-style-type: none"> Technical Apprenticeships in the aftercare sector. Evaluation of the Higher Engineering Apprenticeship being piloted through the Automotive Academy required. 		<ul style="list-style-type: none"> Business Improvement Techniques (BIT), Team Leader & Automotive Retail Management Standards at level 4 (ARMS).
Aviation	<ul style="list-style-type: none"> Pre recruitment Health & Safety & Security training. 	<ul style="list-style-type: none"> ITC, Customer handling, Supervisory Skills & Team Building. 		
Biomedical		<ul style="list-style-type: none"> STEM² subjects 	<ul style="list-style-type: none"> STEM subjects 	<ul style="list-style-type: none"> Bioprocessing & pharmaceutical industry specific key skills. Technical skills - supply of scientists, technologists & mathematicians.
Biotechnology			<ul style="list-style-type: none"> Business related skills gaps e.g. team working. 	<ul style="list-style-type: none"> Technical qualifications e.g. chemists. Entrepreneurial skills.

¹ Sector Skills & Productivity Alliances

² Science, Technology, Engineering, Mathematics & Medicine

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	Lower/Upskilling	Level 2	Level 3	Higher & Management
Chemicals	<ul style="list-style-type: none"> • 'Skills for Life' (for new migrants & existing older workers). 	<ul style="list-style-type: none"> • Development of 'hands on' skills through expansion of Young Apprenticeships in Science & Engineering & development of 14 – 19 Diplomas models. 	<ul style="list-style-type: none"> • BIT, Supervisory Management/Team Leader, Process Skills also conversion courses for individuals transferring from other sectors. • Process Skills through the apprentice programmes. • Expand Programme Led Apprenticeship model through CoVE & build capacity for apprenticeships. 	<ul style="list-style-type: none"> • Business related & employability skills of graduates.
Construction		<ul style="list-style-type: none"> • Need programme led apprenticeships linked to targets for full time employment. 	<ul style="list-style-type: none"> • Technical, Supervisory Management & Professional & IT skill gaps. • 19+ provision requires funding to increase accessibility. 	<ul style="list-style-type: none"> • Assessors/Trainers needed.
Contact Centres	<ul style="list-style-type: none"> • Pre recruitment training including basic skills (IT, literacy, numeracy) & communication skills. 		<ul style="list-style-type: none"> • Include team leader & supervisory skills in level 3 provision. • 14-19/Apprenticeships - Programme led apprenticeships. 	<ul style="list-style-type: none"> • Graduates with good IT, marketing & customer service skills. • Roll out of specialist courses to more NW universities.
Creative	<ul style="list-style-type: none"> • Strengthen access routes for people without qualifications. 	<ul style="list-style-type: none"> • Continued development of 'media production' apprenticeship. 	<ul style="list-style-type: none"> • Technical & sales skills needed – flexible / modular training required. 	<ul style="list-style-type: none"> • Soft skills in graduates. • Funded post graduate entrepreneurship, support for new starts including product development & market testing. • Technical skills. • Managerial skills – strategic approach to leadership & management required.
Digital	<ul style="list-style-type: none"> • Sector specific pre recruitment training, 		<ul style="list-style-type: none"> • IT user & IT Professional qualifications & 'skilled 	<ul style="list-style-type: none"> • Need for graduates in the IT industry. • Graduate weaknesses in knowledge &

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	<p>especially development of IT skills in women;</p> <ul style="list-style-type: none"> Promote ITQ to address IT user up-skilling. 		<p>technician staff'.</p> <ul style="list-style-type: none"> Higher apprenticeships through the IT Diploma. Shortages in networking, network architecture & web development skills. Promotion of clear progression routes to higher education & employment (e.g. through The Concept (pilot) ~ Post 16 to HE Progression learning programme). 	<p>interpersonal skills.</p> <ul style="list-style-type: none"> Access for non-traditional learners to full degree status (via foundation degree). Strategic IT & innovation knowledge & skills in owner managers & senior managers.
Education	<ul style="list-style-type: none"> IT literacy; Equal opportunities & diversity. 			<ul style="list-style-type: none"> Management skills & management development.
Energy		<ul style="list-style-type: none"> level 2 & 3 in Gas, Water & Electrical Engineering, & marketing. level 2 / 3 upwards in the downstream gas industry. level 1 / 2 in the upstream gas industry. At least level 2 in the water industry (500+ required over the next 18 months). level 2 & 3 in Nuclear De-commissioning. 	<ul style="list-style-type: none"> Supervisors in upstream gas & water at NVQ level 3 / 4. Apprenticeships in Electricians, Mechanical Engineering & Construction More apprenticeships in Electrical Engineering, & gas, water & electricity upstream, as well as & roll out of 'Grow your future Workforce'. General, Domestic NVQ, level 3. Electrical Engineers, NVQ level 3 – electrical distribution, generation & transmission. 	<ul style="list-style-type: none"> Further development of Utility Foundation Degree. Develop graduate skills - include Business Skills, Project Management in Science & Engineering courses, develop new modules to include changing technologies such as Fuel Cells, Micro generation & Renewables. Foundation Degree in Nuclear De-commissioning Shortage in Science & Engineering graduates. level 4 ~ Technical First Line Management. level 4 & above in Project Management, Contract Management & Commercial Skills. Support entry to the sector by skilled SETs from other sectors through short course provision.

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				<ul style="list-style-type: none"> NVQ level 4 in downstream gas sector to facilitate transition from technician to line manager.
Engineering & Aerospace	<ul style="list-style-type: none"> Basic skills / Skills for Life (literacy / numeracy / ICT) – bite sized training; ESOL - recognised qualifications. 		<ul style="list-style-type: none"> Acute shortage at level 3. Age 19+ apprenticeships. Increase uptake of EAS / A2 in science subjects or GNVQ / OND or equivalent in science, engineering, electronic & computing sectors. Funding required for training apprentices to HNC as a minimum. 'Technician apprentices' capable of progressing & obtaining HNC / HND. 	<ul style="list-style-type: none"> Foundation Degrees. Graduate engineers & graduates with specific Technical Skills (BIT, Marketing & Project Management). Progression of the Manufacturing Institute Diploma & MSc aimed at closing the leadership gap. Ongoing NVQ training in project / risk management, BIT, marketing, communication & team working.
Environmental Technologies & Services			<ul style="list-style-type: none"> Need for science based provision in schools. Development of professional apprenticeships in the sector. BIT NVQ level 3 / 4. Existing NVQ provision needs improvement. 	<ul style="list-style-type: none"> Encourage more SET graduates, develop general business modules & encourage graduate placements. Marketing skills for senior environmental technologies personnel. Basic business skills. Technical / level 4 skills lacking & managerial skills / knowledge lacking in: <ul style="list-style-type: none"> Sources of & raising finance; What investors are seeking; Market strategy; Production skills; Liability management; Environmental markets; Environmental regulations & future developments; Enforcement practices; Testing, certification for

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				environmental innovations.
Financial & Professional Services	<ul style="list-style-type: none"> • Pre- recruitment – especially for women returners. • Modular / flexible delivery of e.g. CPD / ICT – to include work based learning. 		<ul style="list-style-type: none"> • Evaluate Professional Apprenticeships. 	<ul style="list-style-type: none"> • Include Communication Skills, General Business Skills, & Leadership & Management skills as part of graduate programmes. • Increase mentoring & graduate placements.
Food & Drink	<ul style="list-style-type: none"> • H&S Hygiene; • Literacy / numeracy / ITQ training – Skills for Life, includes pre-recruitment / pre employment training (use of skills passport). • ESOL. • Cultural diversity awareness needs. 	<ul style="list-style-type: none"> • BIT (Business Improvement Techniques) for manufacturers. • level 2 & level 3 vocational modules of 14 – 19 diplomas in relation to manufacturing. 	<ul style="list-style-type: none"> • Advanced apprenticeships - age 20+ needed in Electrical & Mechanical engineering to realign Engineers from other manufacturing sectors that are in decline. • Skills Gaps in Food Technologies & Scientists, Technical Operators. • Supervisory management & people management. 	<ul style="list-style-type: none"> • Operational & Engineering Management. • Development of foundation degrees.
Health & Social Care	<ul style="list-style-type: none"> • Basic skills – Skills for Life. • ICT training. 	<ul style="list-style-type: none"> • Shortfall in number of colleges offering health & social care awards & Healthcare awards at level 2 / 3. 	<ul style="list-style-type: none"> • Need for programme led provision for 16 – 18 year olds. • Lack of mentors & appropriate work based learning programmes. 	<ul style="list-style-type: none"> • Competency based programmes & placements for graduates. • Leadership & management skills level 4 required (lack of funding is a barrier).
Land-based	<ul style="list-style-type: none"> • Skills for Life. • ESOL. • ICT needs more flexible delivery. 		<ul style="list-style-type: none"> • Skills requirements in age 25 + cohort. 	<ul style="list-style-type: none"> • Technical skills & high level communication, employability skills & practical experience required in graduates.
Languages	<ul style="list-style-type: none"> • Basic skills; • Customer service (front-of-house) skills. 	<ul style="list-style-type: none"> • Care assistants, nurses (Health) & sales in Automotive 	<ul style="list-style-type: none"> • Managers of multicultural & multilingual teams (LANTRA) 	<ul style="list-style-type: none"> • Shared service centre financial helpline operators (FSSC). • Export sales managers. • Development of specific foreign language skills by managers, team leaders & selected HR staff.

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Logistics	<ul style="list-style-type: none"> • Pre employment training (use 'Skills for Logistics' & 'Experience Booster'). • Licence acquisition – LGV license & related skills. • Development of diversity in workforce. • Skills for Life. 	<ul style="list-style-type: none"> • Capacity to deliver Transport Diploma, sector relevant qualifications (e.g. CILT certificates), & transport related GCSEs. • Sector specific diplomas – technical training. • Roll out of Young Drivers Scheme & Experience Booster. 	<ul style="list-style-type: none"> • Young driver scheme. 	<ul style="list-style-type: none"> • Managerial skills in Marketing, ICT, Business Planning, Workforce Development & Diversity Awareness. • CPC & management training. • Traffic planning skills.
Maritime	<ul style="list-style-type: none"> • Pre employment training & assessment & work trials. • Port operations (NVQ level 1 / 2). • International trade & services (NVQ level 1 / 2 / 3). • BIT (Business Improvement Techniques). • Skills for Life. • Adult Apprenticeships (Higher Engineering). 	<ul style="list-style-type: none"> • 14 – 19 year old priorities - specialist diploma, & Maritime Schools Challenge. • No provision of Stevedoring training. 	<ul style="list-style-type: none"> • National & regional shortage of work-based learning in the Port Industry, Engineering, & International Trade & Services. 	<ul style="list-style-type: none"> • Development of 'softer skills' such as communication within Graduate programmes. • Leadership & Management & sector specific qualifications & skills. • Higher level technical skills (level 4) in: <ul style="list-style-type: none"> - Engineering maintenance; - Project maintenance; - Quality management; - International trade & services. • level 5 or more skills required in strategic management & operational management.
Retail	<p>Up Skilling:</p> <ul style="list-style-type: none"> • Pre employment training – Skills for Life (especially literacy & numeracy) & sector specific skills qualifications – through development of Skill Shops. • ESOL. 	<p>level 2:</p> <ul style="list-style-type: none"> • Bite size learning opportunities e.g. Certificate in Retail Principles. • Skills gaps in: <ul style="list-style-type: none"> - Customer service; - Self motivation & acting on own initiative; - Verbal communication. • Implementation of new qualification framework incl. unitised NVQ level 2. 	<p>level 3:</p> <ul style="list-style-type: none"> • First Line Management & BIT. • Implementation of new NVQ unitised qualifications with three level 3 pathways. 	<p>Higher & Management:</p> <ul style="list-style-type: none"> • Foundation degrees – in-house management development programmes – requirements for a flexible, blended learning approach. • Specialist skills gaps in: <ul style="list-style-type: none"> - ICT; - Visual Merchandising; - Business Planning.
Sport & Active	<ul style="list-style-type: none"> • More funded pre entry level 	<ul style="list-style-type: none"> • Workforce Development for 	<ul style="list-style-type: none"> • level 3 required in Coaching, 	<ul style="list-style-type: none"> • Roll out graduate Apprenticeship

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Leisure	<p>1 provision in Health & Fitness & Coaching.</p> <ul style="list-style-type: none"> NVQ level 1 in outdoor sector qualifications. 	<p>volunteers at level 2, pilots for sport specific, Skills for Life in Cumbria, Greater Manchester & Greater Merseyside;</p> <ul style="list-style-type: none"> Roll out of Young Apprenticeship programme, more opportunities for Adult Apprenticeship & additional funding for Employer demanded vocational qualification within the Apprenticeship Framework. NVQ level 2 in Outdoor Qualifications. Availability of level 2 fitness awards. 	<p>Teaching & Instructing Courses.</p> <ul style="list-style-type: none"> Coaching awards including sports in UK Coaching Certificate Framework & Outdoor sector Coaching / National Governing Body Awards. 	<p>Programme & work on more flexible delivery of Foundation Degrees. Include national Governing body awards as part of Sport Science Degrees.</p> <ul style="list-style-type: none"> More combined health & sport degrees. Improved Graduate skills in communication, motivation & practical development, advanced IT, & marketing. Management Training for the Sport & Active Leisure Learning sector. Leadership & Management skills & training for voluntary sector, SMEs & social enterprises. Vocational workshops in: <ul style="list-style-type: none"> Leadership & Management; Business Development; Sales & Marketing; Advanced IT.
Tourism	<p>Lower level:</p> <ul style="list-style-type: none"> Pre-employment training required emphasis on customer service. Training to meet needs of employers includes Food Hygiene. Skills Passport. Migrant workers, language & cultural awareness training. Customer Service Skills. Skills Passport for EU & UK workers. Older Workers – Sector has over reliance on EU accession workers. Ensure 	<ul style="list-style-type: none"> NETP for first level 2 Apprenticeships 'Grow your own' young apprenticeships & 14-19 diplomas Technical Skills Shortages – travel, reception, chefs & gaming & gambling. Customer service skills 	<ul style="list-style-type: none"> Customer Service skills Leadership & Management skills <ul style="list-style-type: none"> Supervisory training to support career change adults – encourage older workers to enter sector. Technical Skills Shortages – travel, reception, chefs & gaming & gambling. 	<ul style="list-style-type: none"> development of a national foundation degree Managing a business course Kite mark of courses to ensure courses meet the need of industry Leadership & management training for managing directors & owners.

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	<p>older workers have the basic industry required skills.</p> <ul style="list-style-type: none"> • Language & Cultural Awareness training – Linked to customer service for customer facing employees. 			
Textiles	<ul style="list-style-type: none"> • Basic Skills. • ESOL. • More level 2 & level 3 training. 	<ul style="list-style-type: none"> • Operative & specialist skills e.g. sewing machinists - need for more commercial training courses which specialise in merchandising, sourcing & off-shore manufacturing. 	<ul style="list-style-type: none"> • level 3 skills such as in machine technicians, tailors, skilled leather workers, & sample technicians. • Encourage NW universities to develop a better system to recognise level 3 vocational qualifications & WBL achievements. 	<ul style="list-style-type: none"> • Higher level technical skills such as in designers & garment technologists. • Management & supervisory; & sales & marketing skills.