

Handout 3

Delivering integrated support for Skills for Life in the workplace as part of Train to Gain

Employer expectations of Providers	Provider expectations of employers
<ul style="list-style-type: none"> • Quality Service • Demand led provision – fit industry need • SfL contextualised and relevant to agreed business needs • In house training/assessment • Funding support/replacement costs • Knowledgeable of industry – issues/needs • Minimal disruption • Feedback/reporting 	<ul style="list-style-type: none"> • Commitment to programme including agreed staff release • Appropriate learning environment • Employers’ share understanding of skills needs and practical applications of literacy/numeracy within their business • Access to relevant work related documentation • Communication with management teams/supervisors/the people who will release staff as agreed • Time available for training and to take national test • Positive promotion of SfL /national tests • Support/encouragement/mentoring for staff involved in training • Contribution to feedback/monitoring/evaluation

Vocational team’s expectations of SfL team	SfL team’s expectation of vocational team
<ul style="list-style-type: none"> • Understanding needs of employer and employees organisation and culture • Contextualised materials • Communication with vocational team and mutual support • Support for vocational staff to embed SfL • Flexible, but consistent delivery to meet employer and vocational needs 	<ul style="list-style-type: none"> • Communication – sharing schemes of work, sessions plans, assessment criteria resources etc • Joint planning • Positive promotion of SfL as integral part of learning • Knowing when specialist support is needed

Meeting / Managing Expectations – Top tips

- **The Ronseal effect – delivering what it says on the tin!**
- Honest, clear communication- including cost implications and benefits
- Service level agreement or other document to clarify what is expected
- Joint problem solving
- Team members with specific knowledge – who needs to know what?
- Providing information/resources/support for learning
- Mentors/supporters/learner champions
- An Industry Champion
- Evaluation – and celebrating success