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Connect Special Edition

World Class Skills – developing responsive provision

Welcome to a special edition of *Connect*, dedicated to QIA's **World Class Skills – developing responsive provision programme** (WCS). ALP has been working closely with the Quality Improvement Agency (QIA) and KPMG on the development of WCS and over the following pages we have a comprehensive guide to what the programme involves.

WCS is a major initiative to support LSC funded providers to enhance their employer responsive provision. Funded through QIA and delivered by a KPMG consortium, the fully subsidised programme offers a range of interactive workshops, seminars, consultancies and thematic projects that will equip you with the knowledge and support to succeed in the demand-led environment.

As part of ALP's involvement, we are supporting KPMG to develop a delivery team with individuals from across the sector. The World Class Skills programme will work with people who can bring specific and relevant experience into the programme and contribute to helping others meet the skills requirements of employers. Their contribution will not only ensure that the products and support available through the programme are relevant to the sector but will also enable real life situations and practical examples to be incorporated into the various modes of delivery.

Details on how to book a place on the workshops and seminars as well as how to apply for a place on the delivery team can be found on page 4. We hope you recognise the benefit of the programme and get involved.

What is WCS?

WCS is a QIA funded programme focused on supporting you in becoming more responsive to the needs of employers whatever your starting point. This is facilitated through the delivery of a number of workshops, seminars, consultancies and thematic projects. The aim is to provide the knowledge and support needed to enable attendees to succeed in the demand-led environment.

What is the aim of WCS?

WCS was developed in response to Lord Leitch's report of December 2006 and the Government's response to Leitch, which highlighted the critical need for the UK to raise skill levels. The Programme aims to support you in improving the productivity and competitiveness of England's businesses through the ongoing provision of skilled and capable workers. The ultimate goal is to ensure the country remains globally competitive.

Who is running WCS?

WCS is funded by QIA and delivered by a KPMG consortium.

As QIA and the Centre for Excellence in Leadership are brought together, WCS will continue as a major focus within the Learning and Skills Improvement Service (LSIS).

Who is WCS for?

WCS is fully subsidised and open to all LSC funded providers. There are activities targeted at all levels of staff. This includes CEO's, Directors and Principals of further education institutions and independent training providers and their staff who are involved in planning, developing and delivering employer responsive provision.

What do the workshops and seminars cover?

WCS has been developed to help you to increase your organisation's reputation for educational excellence through the delivery of quality employer responsive provision and as a result improve the skills levels of the UK's workforce. In developing WCS, KPMG has brought the latest expertise and market tools to address a range of issues including

- changes in demand led funding
- the rolling out of the Training Quality Standard accreditation
- the growth of Train to Gain
- National Skills Academies and the development of specialist networks.

None of the workshops and seminars are mandatory. You are encouraged to pick and choose, tailor making a bespoke programme that will be most beneficial to you and your organization. To provide guidance and to help you ensure that your organisation can successfully meet its goals for employer responsive provision the workshops and seminars have been split into 7 core pathways:

1. Organisational Development: Human Resources

This pathway is focused on the staffing resource of the organisation. The seminars and workshops in this pathway include: Identifying staff behaviours for effective employer engagement; Matching staff roles and skills to employer needs; Implementing new HR strategies; and Legal advice on employment terms and conditions.

2. Organisational Development: Finance and Infrastructure

This pathway is focused on the funding, finance and capital investment of the organisation. The seminars and workshops in this pathway include: Funding and finance for maximising business; Capital investment strategies to support employer responsiveness; Working with learner/skills accounts.

3. Organisational Development: Change Management

This pathway is focused on implementing change across the organisation. The seminars and workshops in this pathway include: An introduction to change management; Leading your organisation's change; Making the Training Quality Standard work for you; and Achieving the Training Quality Standard.

4. Organisational Development: Organisational Design for Performance

This pathway is focused on the design of the organisation and the way in which processes are effectively aligned in order to make it more responsive to the needs of employers. Workshops and seminars in this pathway include: Principles of organisational design for employer needs; Organisational design for performance; Managing your organisation's performance; Process management and improvement; Making the Training Quality Standard work for you; and Achieving the Training Quality Standard.

5. Marketing and Sales – Strategic

This pathway is focused on the marketing and sales systems and functions. Workshops and seminars in this pathway include: Engaging the whole organisation; Getting the right systems to support employer responsiveness; Gaining and maintaining employer involvement; and Identifying bottom line benefits.

6. Marketing and Sales – Operational

This pathway is focused on marketing and sales systems and functions of the organisation. Workshops and seminars in this pathway include: Making customer relationships management systems work for you; Skills Broker training for accreditation; Undertaking effective training needs analysis and organisational needs analysis; and Understanding the labour market.

7. Learning and Training Delivery

This pathway is focused on curriculum development and the delivery of training for employers. Workshops and seminars include: Providing effective information, advice and guidance; Effective work based delivery models; Delivering to small and micro businesses; Meeting learner demand; and Creating effective collaboration.

What are the benefits of attending the workshops and seminars?

- Enhanced employer engagement represents an opportunity for sustainable growth for the sector that can be realised immediately and maintained far into the future. Through involvement in the fully subsidised World Class Skills programme, you can become more responsive to employer's needs and capitalize on their demands.
- WCS will help you to create a more employer responsive organisation by giving you a better understanding of: employer needs; the impact on your business of funding changes; the benefits of collaboration; the key processes in order to improve employer responsiveness and steps needed to achieve the Training Quality Standard.
- In addition WCS will help you to achieve your targets by supporting you to: use labour market intelligence more effectively to develop more responsive provision; measure your own performance; develop a workable action plan; and develop practical employer led solutions.
- WCS gives you the opportunity to share with your peers your concerns and challenges in growing your employer responsive provision and build a network through which to gain support.

How do I book a place on the workshops and seminars?

The workshops and seminars begin on September 22nd and are running nationally. You can get more information about the Programme and book online at www.worldclassskills.org.

Alternatively, you can call 0800 32 86 075 or email wcsenquiries@kpmg.co.uk.

How do I get involved in the delivery of the programme?

This is an excellent opportunity for you and your staff to work with QIA and KPMG on the overall skills agenda. ALP is supportive of this initiative and keen to encourage the sector to become involved. We are looking for people to share their knowledge and experience with their peers. In particular we would like people who have excellent experience in employer responsiveness, have provided advice or consultancy to other providers, have a good knowledge of change management and those with strong commercial experience.

Anyone wishing to obtain further information on how to become involved should contact ALP Programme Manager David Tofts on 07795 333699 or by e-mail: david.tofts@ntlworld.com

Feedback from recent workshops and seminars

Very interactive and valuable input by both presenters and delegates

Ann Jones, Huddersfield Technical College

Full and concise content, which met my objectives

Martin Gillard, BEST

A good opportunity to reflect on the future delivery of WCS and FE's role

Anne Lease, Thanet College

This programme should really help to make a difference, especially the willingness to be flexible in meeting our needs

Ralph Stratton, Sparsholt College

The event was interesting and informative

Teresa O'Keefe, Construction Skills

WCS Timetable

Below you will find the timetable of events for September. Check out future editions of *Connect* and *Sector Connect* for details of workshops and seminars for the rest of the year.

22/09/2008	Effective work based delivery models	Leicester
22/09/2008	Identifying staff behaviours for effective employer engagement	Bristol
22/09/2008	Employer engagement strategy and the Skills Broker standard	Preston
23/09/2008	Creating effective collaboration	Bristol
23/09/2008	Sales Foundation	Newcastle
23/09/2008	Effective IAG (Information, Advice and Guidance)	Liverpool
23/09/2008	Employer engagement strategy and Skills Broker standard	Nottingham
24/09/2008	Sales Foundation	Leeds
24/09/2008	Introduction to LMI in a demand led environment	Leicester
25/09/2008	Marking CRM work for you (basic)	Milton Keynes
25/09/2008	Sales Foundation	Manchester
25/09/2008	Introduction to change management	Liverpool
26/09/2008	Funding and finance for maximising business	Leeds
26/09/2008	Gaining and maintaining employer involvement	Reading
26/09/2008	Assessing your level of responsiveness	Newcastle
29/09/2008	Effective IAG (Information, Advice and Guidance)	Birmingham
30/09/2008	Sales Foundation	Birmingham
30/09/2008	Your vision for employer responsiveness	Newcastle

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