

# Adult Skills

## Business and Digital & IT Skills

**Ken Gaines**

Technical Advisor - (Digital Skills)

[Ken.Gaines@cityandguilds.com](mailto:Ken.Gaines@cityandguilds.com)

**Dominic Green**

Technical Advisor - (Business Skills)

[Dominic.Green@cityandguilds.com](mailto:Dominic.Green@cityandguilds.com)

6 July 2021



A City & Guilds Group Collaboration



# Agenda

## Introducing Adult Skills

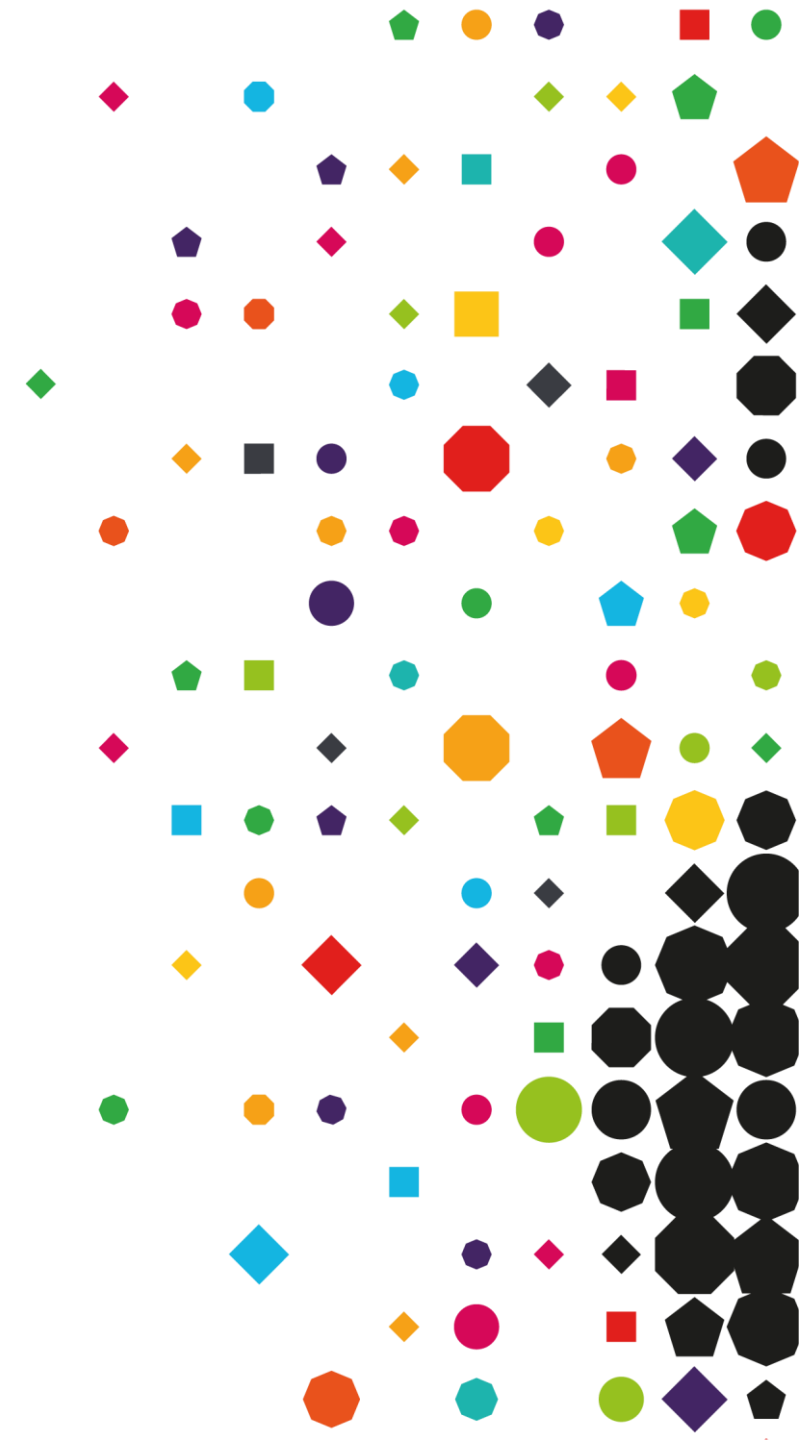
- Restart
  - Adult Skills for Business
  - Adult Skills for Digital and IT
- Developing digital user skills

## Supporting your Adult Skills provision

## Questions

## Next steps

- Adult Skills webinar series in July
- Contact us





# Restart

Over 22 million workers feel they lack skills needed for future opportunities - HRreview

# What is Restart?

**Restart is a new multi-billion pound funding scheme commissioned by The Department for Work and Pensions (DWP).**

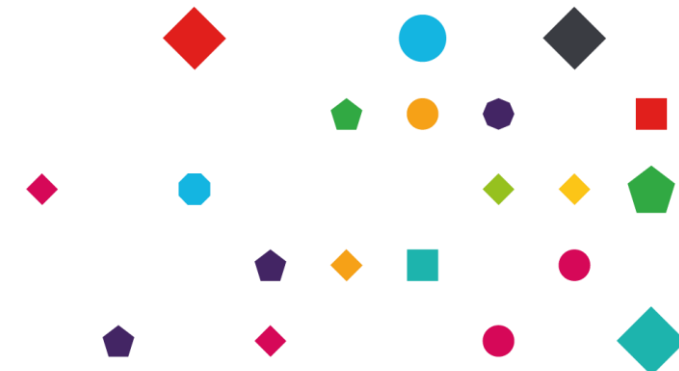
It's aim is to give enhanced support to Universal Credit claimants aged 18 and above and who have been unemployed for 12 to 18 months. The Scheme is designed to support individuals from across England and Wales back into employment over a three-year period, through a structured and tailored support plan of up to 12 months.

Over the last few years, we have been championing the need to retrain and reskill individuals to combat the skills and employment crisis. We have done this by lobbying with government and policy makers through our research and reports such as:

- **Building Bridges Towards Future Jobs** – focusing on the reskilling and retraining of displaced adults.
- **Missing Millions** – discussing the displacement of many workers that will need to partially retrain over the next decade.
- **Recovery and resilience** – calling for lifelong learning hubs to be developed to help adults who were displaced by the Covid-19 pandemic to retrain.

For more information on Restart please visit:

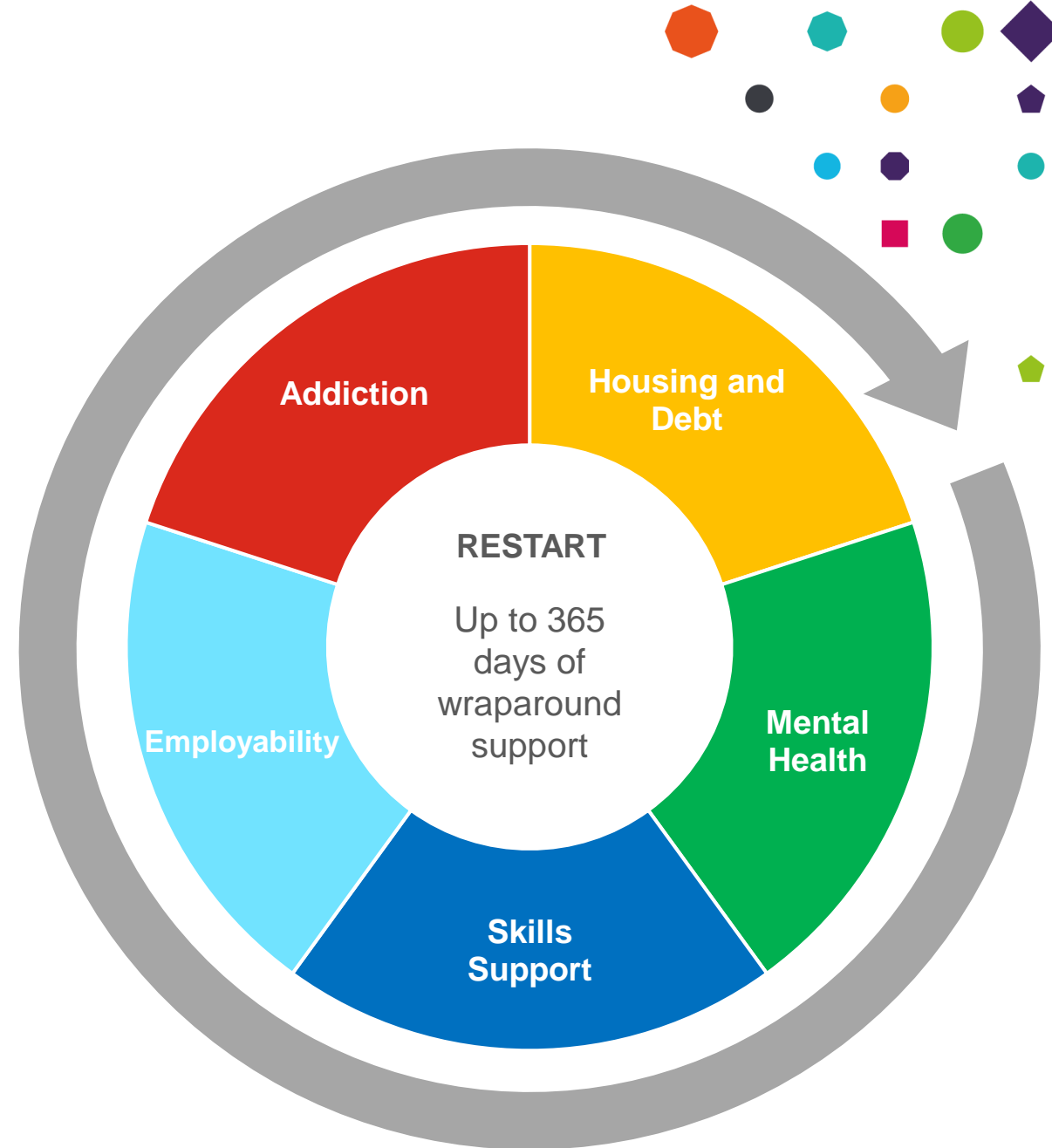
[cityandguilds.com/delivering-our-qualifications/funding/restart](https://cityandguilds.com/delivering-our-qualifications/funding/restart)



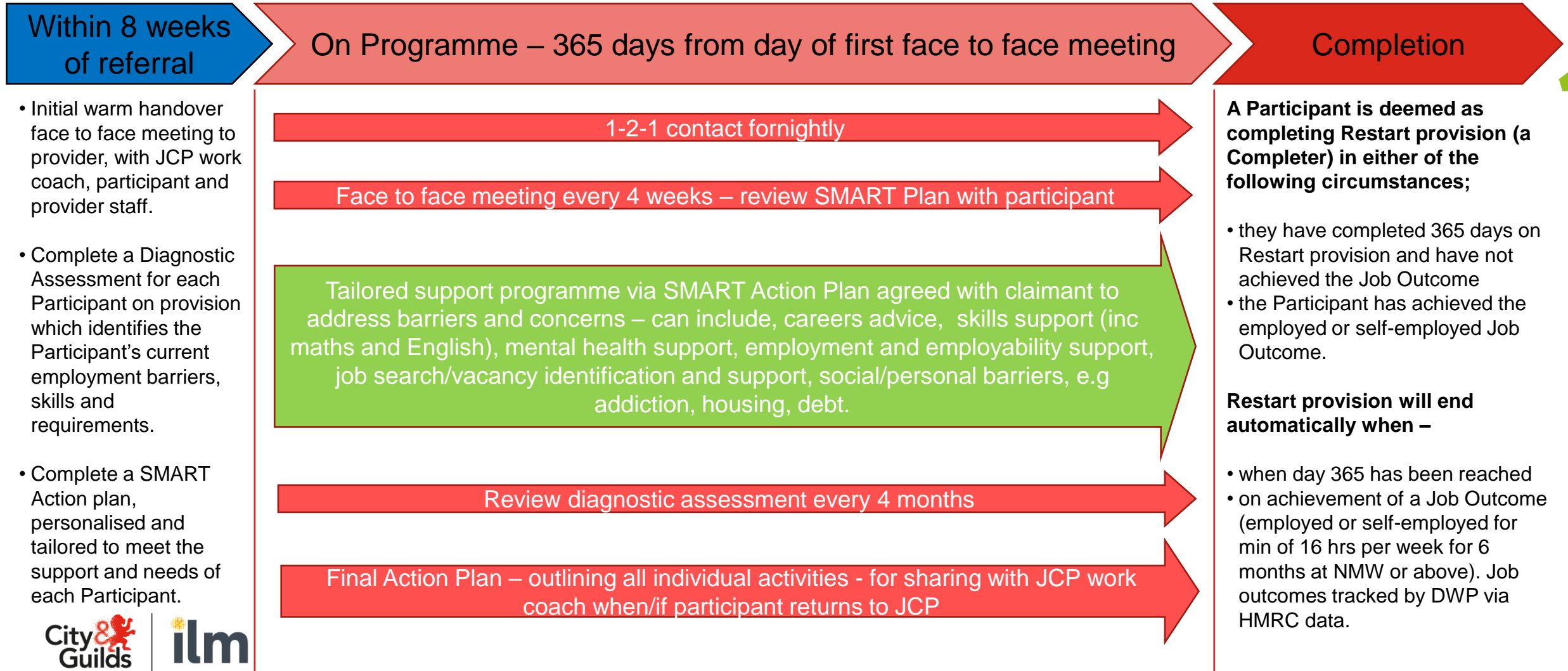


# Restart Overview

- The RESTART Scheme was announced in the November 2020 Spending Review.
- It is a 3-year long, £2.9 billion programme that will give Universal Credit claimants (aged 18 and over in England, and 16 and over in Wales), who have been out of work for at least 12 months, enhanced support to find jobs in their local area. The scheme will provide up to 365 days of tailored support for each participant.
- Funding for the scheme sits with Department of Work and Pensions (DWP), it is NOT a DfE programme.
- AEB funding can be used to support skills needs – additionality for DWP Primes
- The functional aspect of the programme will be managed via Jobcentre Plus (JCP). JCP will assess claimant suitability and refer eligible/suitable claimants to the relevant DWP prime provider.
- The prime providers and their delivery partners (specialist charities, small and medium-sized enterprises) are intended to complement the work of JCP with extra expertise, investment, innovation, and the additional capacity needed for intensive support.

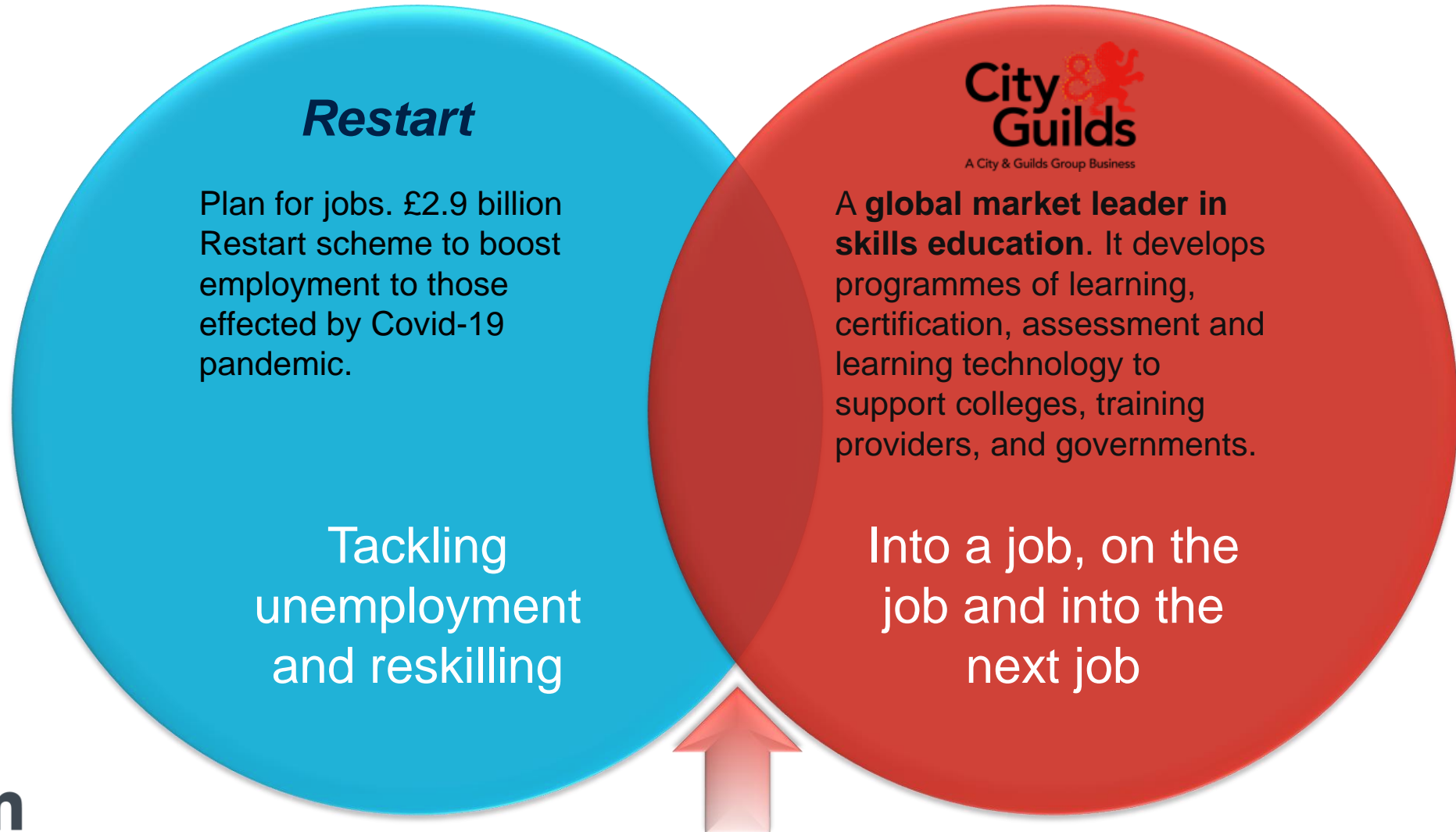


# Restart **scheme referral model**





# Restart **alignment with City & Guilds**



# City & Guilds **Work-Ready transferable skills frameworks**

A set of skills frameworks to support development and recognition of someone's soft skills wherever someone may be in their career/skills journey.

## TRANSFERABLE SKILLS

### City & Guilds **PRE-EMPLOYMENT**

- Interpersonal Skills
- Communication
- Equality & Diversity
- Working With Others
- Problem Solving
- Confidence Building
- Understanding Risk
- Decision Making



### City & Guilds **UPSKILLING / RESKILLING**

- Understanding Conflict at Work
- Customer Focus
- Effective Communication
- Environmental Awareness
- Team Working Skills
- Dealing with Challenges
- Time Management
- Critical Thinking



### ilm **LEADERSHIP & MANAGEMENT**

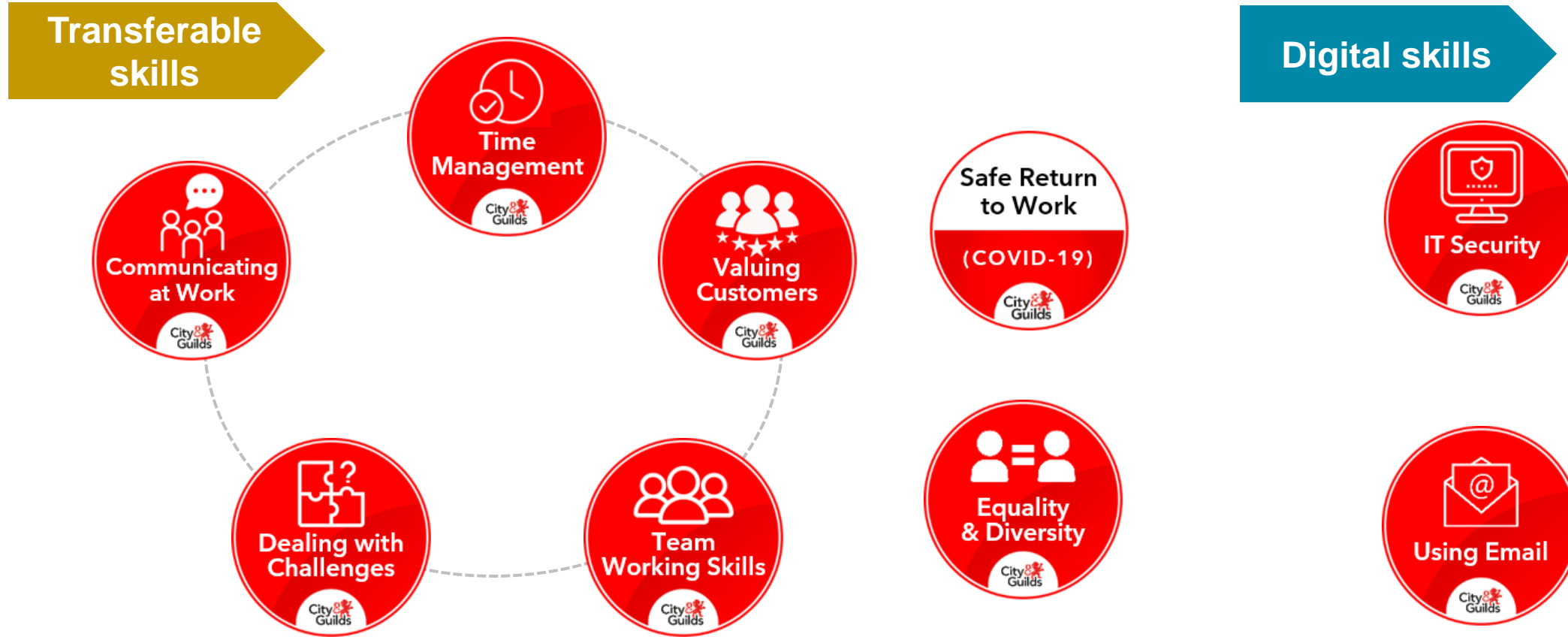
- Developing Yourself as a Team Leader
- Workplace Communication
- Improving Performance
- Developing the Work Team
- Diversity in the Workplace
- **Coaching & Mentoring**
- **Conflict Management**







# Restart – Transferable skills and digital skills example



# Restart and **Adult Education Budget**

<b>Provision</b>	<b>19 to 23-year-olds</b>	<b>24+ unemployed</b>	<b>24+ other</b>
English and maths, up to and including level 2 (Must be delivered as part of the legal entitlement)	Fully funded*	Fully funded*	Fully funded*
Essential Digital Skills Qualifications up to and including level 1	Fully funded*	Fully funded*	Fully funded*
Level 2 (excluding English and maths) (First full level 2 must be delivered as part of the legal entitlement)	Fully funded* (first and full)	Fully Funded	Co-funded+
Learning to progress to level 2	Fully funded^ (up to and including level 1)	Fully funded	Co-funded+
Level 3 (First full level 3 must be delivered as part of the legal entitlement or New Adult L3 National Skills Fund offer)	Fully funded*= (first and full)	Funded via NSF if first and full. Loan Funded if already has full L3.	Funded via NSF if first and full. Loan Funded if already has full L3.
	Loan-funded** (previously achieved full level 3 or above)		
Traineeship	Fully funded (including 16- to 24-year-olds)	N/A	N/A
English for speakers of other languages (ESOL) learning up to and including level 2	Co-funded+	Fully funded	Co-funded+
	Fully funded – unemployed		
Learning aims up to and including level 2, where the learner has already achieved a first full level 2, or above	Co-funded+	Fully funded	Co-funded+
	Fully funded – unemployed		
Learning aims up to and including level 2, where the learner has not achieved a first full level 2, or above	N/A	Fully Funded	Co-funded+

AEB can be used to support RESTART participants to gain new skills in priority sectors and those sectors experiencing skill shortages. There are learner eligibility factors to consider (shown in the table above) and timing issues re: length of programme. However, as AEB provision is not directly part of RESTART, the participant could continue to completion and certification beyond the RESTART end date, to gain a relevant qualification to increase their future employability and progression opportunities.

# Introducing Adult Skills

Flexible programmes for future adult skills

## Business Skills



# Persona: Juno

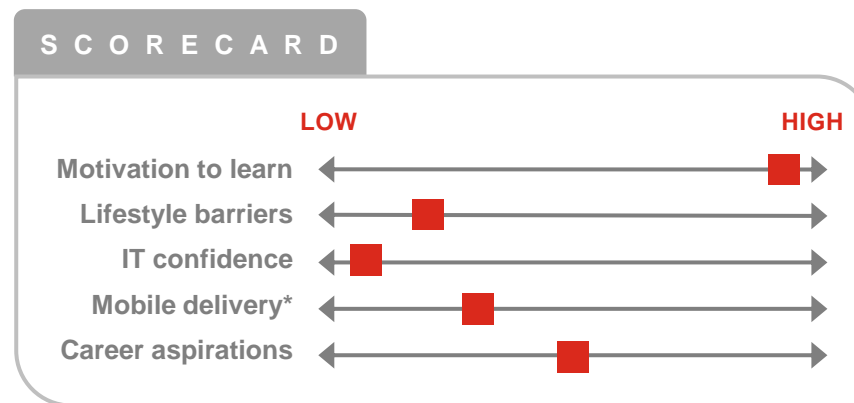


## ABOUT JUNO (she/her)

After 5 years in the same job, Juno was made redundant as a full time cleaner within commercial premises. She is looking to get back into work and is happy to consider moving into another sector.

She has lots of transferable soft skills, but no formal qualifications in maths & English. Juno is a great team worker and made friends easily at work. Prior to redundancy she had just been promoted to a team leader, overseeing 4 other cleaners. Juno has great time management skills but lacks confidence in interviews. Juno hasn't used technology much in her previous role and feels she will need to be upskilled. She does however use the internet at home.

<b>Name</b>	Juno
<b>Age</b>	25
<b>Previous Job</b>	Commercial Cleaner – team leader



\* Whether mobile delivery is a priority to this person

### Challenges

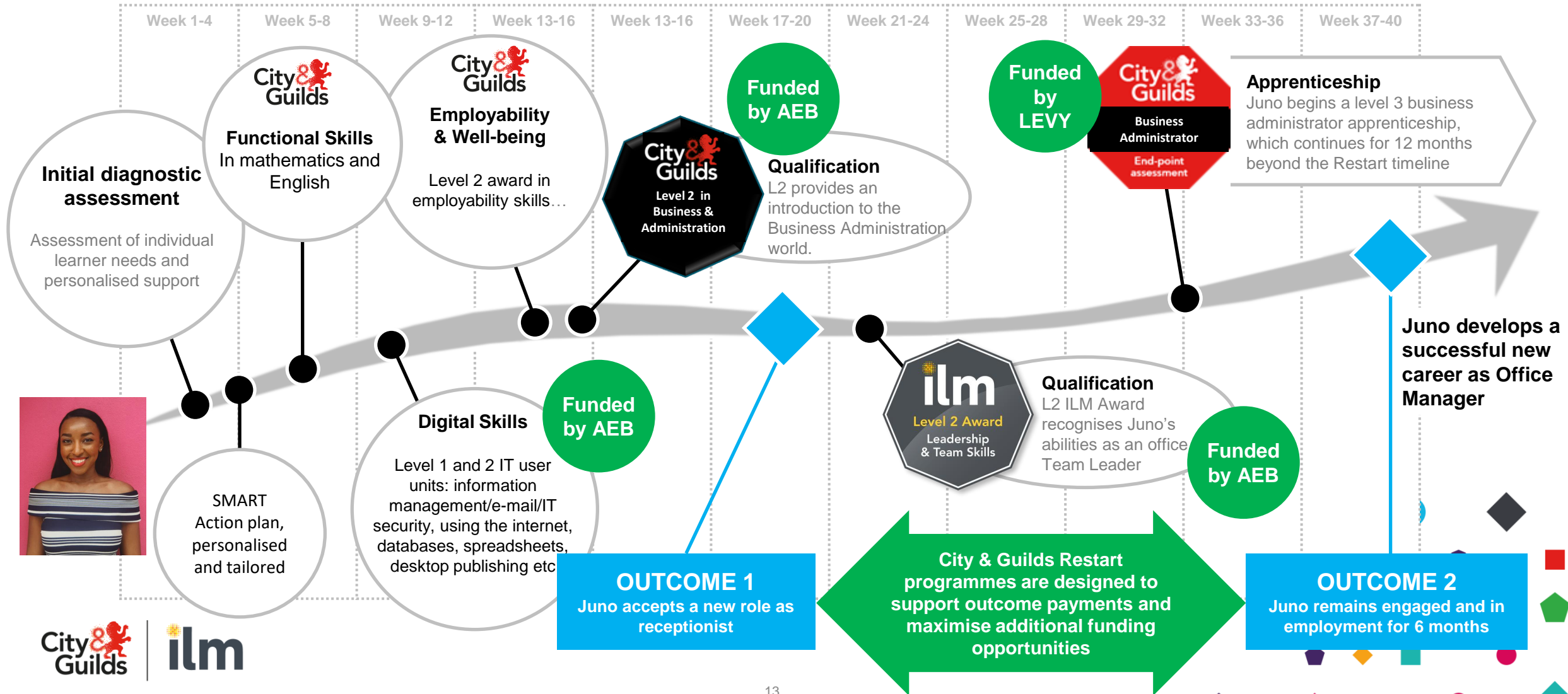
Juno has no formal qualifications but is very good at managing time and prioritizing workloads. Juno was taught basic IT skills at school but hasn't really put them in to practice in her role. Juno also lacks confidence at interviews as she previously hasn't had many .





# Our Proposition: Juno's skills bridge

Supporting her retraining and reskilling to create a bridge back into employment





# Example 1: Business skills

## Maths and English

Functional skills in mathematics and English	66 TQT per subject
<b>OR</b>	
Maths and English skills (single unit or themed awards)	20 TQT – single unit 60 TQT per award
<b>OR</b>	
ESOL skills for life award in reading, writing or speaking and listening	110-120 TQT per award

## Work-Ready-Skills

Level 1 Award in Employability Skills	60 TQT
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## Vocational taster

Level 2 Certificate in Principles of Business and Administration	130 TQT
<b>OR</b>	
Level 2 NVQ Award in Principles of Business and Administration	90 TQT
<b>OR</b>	
Level 2 Diploma in Business Administration	450 TQT

## Digital skills - example

Level 1 and 2 IT user units: e-mail, IT security, using the internet, databases, spreadsheets, desktop publishing, collaborative technologies	10-15 TQT per subject
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## Example 2: Business skills

### Maths and English

Functional skills in mathematics and English	66 TQT per subject
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**OR**

Maths and English skills (single unit or themed awards)	20 TQT – single unit 60 TQT per award
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**OR**

ESOL skills for life award in reading, writing or speaking and listening	110-120 TQT per award
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### Work-Ready-Skills

Level 1 Award in Employability Skills	60 TQT
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### Vocational taster

Level 1 Award in Business and Administration	70 TQT
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**OR**

Level 2 NVQ Certificate in Business and Administration	210 TQT
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**OR**

Level 2 Certificate in Customer Service	130 TQT
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### Digital skills - example

Level 1 and 2 IT user units: e-mail, IT security, using the internet, databases, spreadsheets, desktop publishing, collaborative technologies	10-15 TQT per subject
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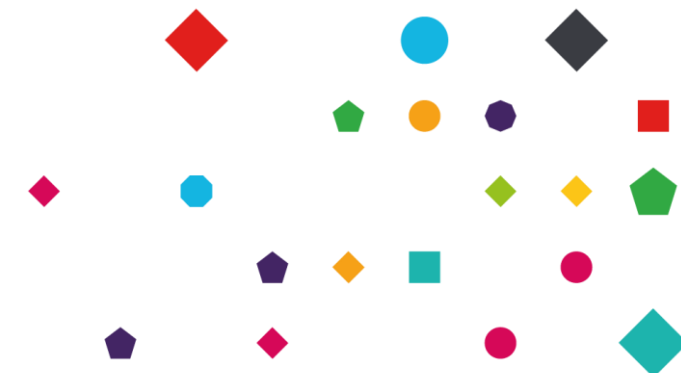
# Example: Business skills – funding

## Example 1: Business skills

19 + Funding	
English functional skills	£724
Maths functional skills	£724
<b>Optional vocational element:</b>	
Example: Level 2 Certificate in Principles of Business and Administration	£724
Addition: Digital skills – IT user units	£50 - £168 per unit
<b>Potential funding</b> (plus any additional IT user units selected)	<b>£2172</b>

## Example 2: Business skills

19+ Funding	
English functional skills	£724
Maths functional skills	£724
<b>Optional vocational element:</b>	
Example: Level 1 Award in Business and Administration	£300
Addition: Digital skills – IT user units	£50 - £168 per unit
<b>Potential funding</b> (plus any additional IT user units selected)	<b>£1748</b>



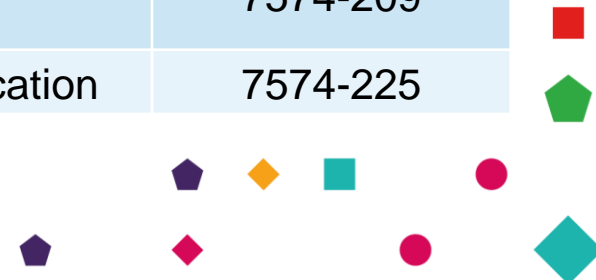
# Digital Skills: **Business administration**

*The successful candidate will demonstrate:*

- An understanding of Student Finance
- An understanding of the importance of accurate data
- Excellent communication skills, including presentation skills
- Ability to work collaboratively as part of a team
- Customer service skills
- An understanding of the importance of the student experience

Example Units : **Student Records and Finance Assistant**

Learner Aim Reference (UAN)	Unit title	GLH	Reason	City & Guilds Unit Number
M/502/4300	Using Email	20	Correspond with team and students	7574-208
L/502/4370	Personal Information Management Software	15	Diary and task management	7574-211
R/502/4399	Specialist Software	20	Using the student finance system and data accuracy	7574-216
R/502/4628	Word Processing Software	30	Report and letter writing	7574-229
F/502/4379	Using Collaborative Technologies	30	Meetings with team, college staff and students	7574-209
M/502/4622	Presentation Software	30	Presentation skills and communication	7574-225



# Introducing Adult Skills

Flexible programmes for future adult skills

## Digital and IT Skills





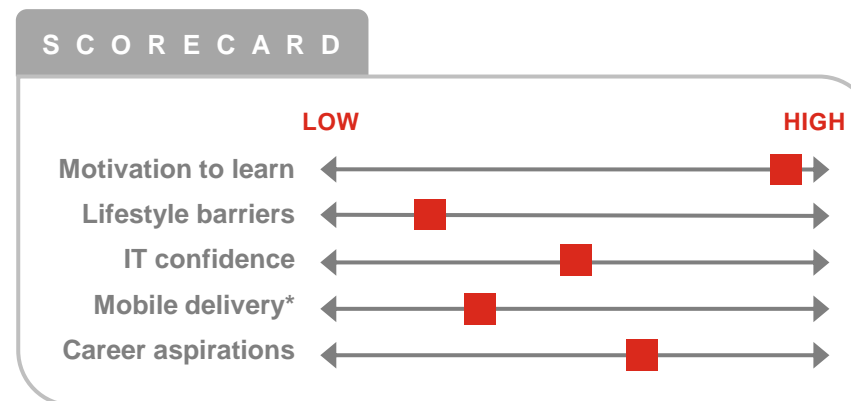
# Persona: SIAN



<b>Name</b>	Sian
<b>Age</b>	26
<b>Previous Job</b>	Customer Service - Retail

## ABOUT SIAN (she/her)

Sian has recently been made redundant from her job at as a Customer Service Operator in the retail sector for a well-known department store. She is looking to get back into work and is happy to consider moving into another sector. She has lots of transferable soft skills, formal qualifications in GCSE maths & English and A Level English Literature and maths. Sian's lack's confidence, having worked for one organisation for several years. She feels pressure competing against lots of other people who have also been displaced from the retail sector.



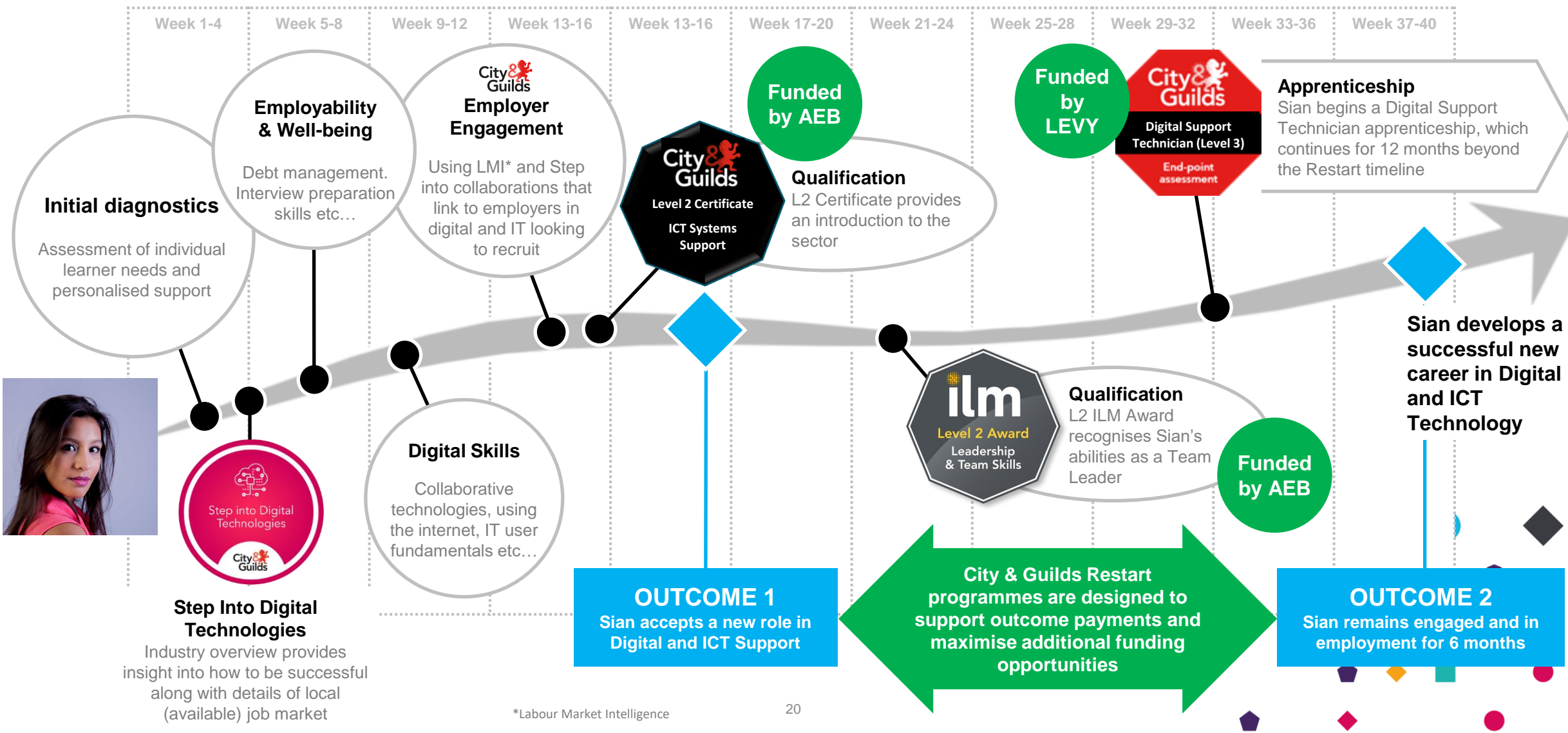
\* Whether mobile delivery is a priority to this person

## Challenges

Sian has great 'soft skills' that she could apply in any role and experience in customer support which could be applied to a new sector. Possibly needs support around the job application process. Highly motivated she's willing to learn online, and growing in confidence around using IT.

# Our Proposition - Sian's skills bridge

Supporting her retraining and reskilling to create a bridge back into employment



\*Labour Market Intelligence

# Example: Digital Skills – IT user

## Maths and English

Functional skills in mathematics and English	66 TQT per subject
<b>OR</b>	
Maths and English skills (single unit or themed awards)	20 TQT – single unit 60 TQT per award
<b>OR</b>	
ESOL skills for life award in reading, writing or speaking and listening	110-120 TQT per award

## Work-Ready-Skills

Level 1 Award in Employability Skills	60 TQT
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## Vocational taster

Level 2 Award for IT Users (iTQ) (7574-02)	100 TQT
Level 2 Certificate for IT Users (iTQ) (7574-02)	160 TQT

## Digital skills - example

Level 1 and 2 IT User units: e-mail, IT security, using the internet, databases, spreadsheets, desktop publishing, collaborative technologies	10-15 TQT per subject
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# Example: Digital Skills – IT Professional

## Maths and English

Functional Skills in mathematics and English	66 TQT per subject
<b>OR</b>	
Maths and English Skills (single unit or themed awards)	20 TQT – single unit 60 TQT per award
<b>OR</b>	
ESOL skills for life award in reading, writing or speaking and listening	110-120 TQT per award

## Work-Ready-Skills

Level 1 Award in Employability Skills	60 TQT
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## Vocational taster

Level 1 Award in ICT systems support - PC maintenance	90 TQT
<b>OR</b>	
Level 2 Award in communications cabling	90 TQT
<b>OR</b>	
Level 2 Award in ICT systems and principles	120 TQT
<b>OR</b>	
Level 2 Certificate in ICT systems support	270 TQT

## Digital skills - example

Level 1 and 2 IT user units: information management/e-mail/IT security, using the internet, databases, spreadsheets, desktop publishing, collaborative technologies	10-15 TQT per subject
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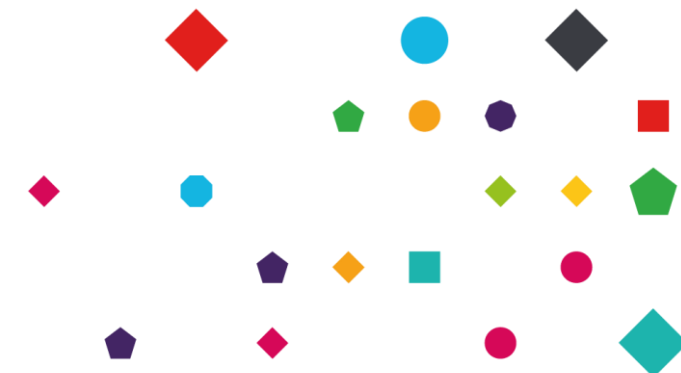
# Example: Digital Skills - funding

Example: Digital skills – IT user

19 + Funding	
English functional skills	£724
Maths functional skills	£724
<b>Optional vocational element:</b>	
Example: Level 2 Certificate for IT users	£724
Addition: Digital skills – IT user units	£50 - £168 per unit
<b>Potential funding</b> (plus any additional IT user units selected)	<b>£2,172</b>

Example: Digital skills – IT Professional

19+ Funding	
English functional skills	£724
Maths functional skills	£724
<b>Optional vocational element:</b>	
Example: Level 2 Certificate in Systems Support	£1,265
Addition: Digital skills – IT user units	£50 - £168 per unit
<b>Potential funding</b> (plus any additional IT user units selected)	<b>£2,713</b>





# Digital Skills: ICT/Digital Professional

## Responsibilities:

- 1st & 2nd line user support and administration
- Assist in roll out of new hardware/software
- Maintain and manage EMEA Veeam backup solution
- General Network/Infrastructure Support
- Assist where necessary with any IT led corporate initiatives

Example Units : **IT Helpdesk Support**

## Essential

- Windows 10
- Active Directory/Group Policy
- Office 365
- Networking - TCP/IP
- Experience of user/infrastructure
- Driving License - requirement to work sometimes from alternative UK sites

Learner Aim Reference (UAN)	Unit title	GLH	Reason	City & Guilds Unit Number
M/502/4300	Using Email	20	Covers requirement for Office 365 Covers the activities under administration, software roll out and general support.	7574-208
L/502/4370	Personal Information Management Software	15		7574-211
F/502/4625	Spreadsheet Software	30		7574-227
R/502/4628	Word Processing Software	30		7574-229
R/502/4399	Specialist Software	20	Fault logging and resolution activities	7574-216

# City & Guilds

## Developing digital user skills



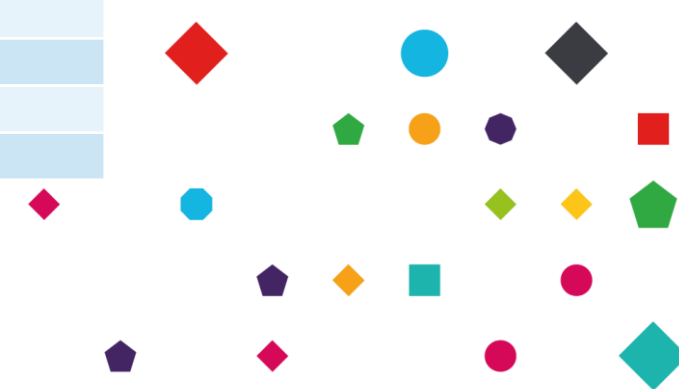
# Digital Skills: **skills for everyday**

Example Units (Entry Level 3): **getting to know digital for everyday**

Learner Aim Reference (UAN)	Unit title	GLH	Weighted funding rate	City & Guilds Unit Number
J/502/0172	Using e-mail	10	£56 (B)	4249-006
F/502/0171	Using the Internet	10	£50 (A)	4249-007
F/502/0168	Spreadsheet software	15	£100 (A)	4249-010
A/502/0167	Word processing software	15	£100 (A)	4249-011
J/502/2214	Personal information management software	10	£50 (A)	4249-012

Example Units (Level 1): **basic digital for business**

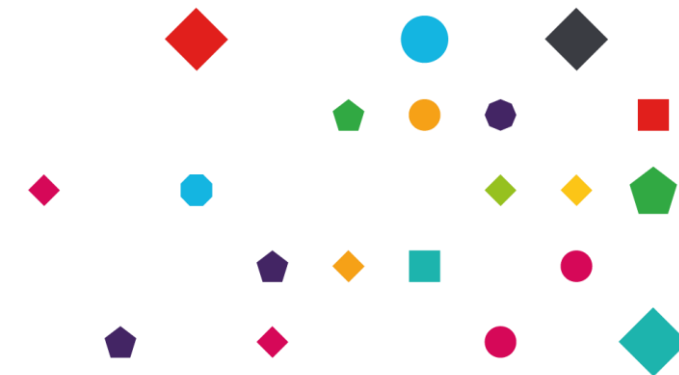
Learner Aim Reference (UAN)	Unit title	GLH	Weighted funding rate	City & Guilds Unit Number
T/502/4296	Using the Internet	20	£150 (A)	7574-107
J/502/4299	Using E-mail	15	£100 (A)	7574-108
A/502/4378	Using Collaborative Technologies	20	£150 (A)	7574-109
Y/502/4369	Personal Information Management Software	15	£100 (A)	7574-111
A/502/4624	Spreadsheet Software	20	£150 (A)	7574-127
L/502/4627	Word Processing Software	20	£150 (A)	7574-129
H/502/9154	Internet Safety for IT Users	20	£150 (A)	7574-135



# Digital Skills: **skills for everyday**

Example Units (Level 2): **intermediate digital for business**

Learner Aim Reference (UAN)	Unit title	GLH	Weighted funding rate	City & Guilds Unit Number
A/502/4297	Using the Internet	30	£168 (B)	7574-207
M/502/4300	Using Email	20	£168 (B)	7574-208
F/502/4379	Using Collaborative Technologies	30	£168 (B)	7574-209
K/502/4375	Using Mobile IT Devices	15	£112 (B)	7574-210
L/502/4370	Personal Information Management Software	15	£112 (B)	7574-211
J/502/4402	Computerised Accounting Software	20	£168 (B)	7574-217
M/502/4555	Database Software	20	£168 (B)	7574-219
F/502/4625	Spreadsheet Software	30	£168 (B)	7574-227
R/502/4631	Website Software	30	£168 (B)	7574-228
R/502/4628	Word Processing Software	30	£168 (B)	7574-229





# Supporting your Adult Skills provision

City & Guilds combines a long history of dedication to skills development with investment in new technologies to help make the teaching and learning experience as successful as possible.

If you're planning your funding and curriculum for the upcoming academic year and need further support, get in touch with us. We'll help you plan your strategy, curriculum, and delivery effectively.

Planning your  
curriculum?

Speak to us today

[Request a call back](#)





# Why Adult Skills and digital skills matter

**With over 800 qualifications (Awards, Certificates and Diplomas) from Entry Level to Level 3 that are funded by the Adult Education Budget (AEB), we have one of the largest ranges of AEB funded qualifications available.**

We've worked with employers and training providers to ensure our programmes are fit for purpose and give learners the skills they need to succeed in their chosen career and life.

As we emerge from the pandemic, we're starting to see a higher take-up of our digital infrastructure industries as well as leadership qualifications, leading to the need for further development in both basic and specialised digital skills.

**In summary Adult Skills are needed now more than ever!**



Source:  
Digital Transformation and the Adult Education Budget Report, City & Guilds Group and Emsi, 2020.



# Digital learning to support your delivery

As a result of the Covid-19 pandemic, workplaces and colleges closed, which forced the rapid improvisation, innovation, and adoption of online teaching. Real-time online teaching requires more focus, where lecturers and learners must work together to achieve the right blend of 'intensive' and 'extensive' learning.

Enhance your learner's training experience with our range of interactive learning solutions. From our e-learning packages and SmartScreen learning materials, to our digital platforms, we've developed flexible and relevant digital solutions which support blended learning across a range of funded programmes. These are also relevant for self-guided learning. For more information on our digital products please visit our [digital learning page](#).

## We'll walk you through how to use it

Find out how we can support your with Restart, AEB funded qualifications, Traineeships and Apprenticeships, with our suite of digital materials and online platforms.

**[Register for our free Adult Skills Digital Solutions demo on Tuesday 17 August](#)**



## Digital Solutions Webinar

**Date:** Tuesday 17 August

**Time:** 09.00-10.00 (BST)

**[Register now](#)**

# Questions answers



# Next steps...

A few helpful links and resources

# Support Information

## City & Guilds New Adult Skills Website contains:

- The City & Guilds Funded Course Directory
- Links to past and future webinars
- City & Guilds Research Reports
- Links to information on all Adult Skills programmes – AEB, Traineeships, Restart, Apprenticeships.
- Contact details for support
- Weblink -

[Adult Skills - Funding | City & Guilds \(cityandguilds.com/adult-skills\)](https://cityandguilds.com/adult-skills)



The screenshot shows the City & Guilds website interface. At the top, there is a navigation menu with options like 'SEARCH EVERYTHING', 'FIND COURSE / QUALIFICATION', and 'FIND CENTRE'. Below this is a search bar with the text 'Search the site: Enter search term' and a 'SEARCH' button. The main navigation bar includes links for 'COVID-19', 'OUR OFFER', 'QUALIFICATIONS', 'APPRENTICESHIPS', 'TECHNICALS', 'T LEVELS', 'QUALIFICATION DELIVERY', 'INTERNATIONAL', 'EVENTS', and 'HELP'. A secondary navigation bar lists 'CENTRE DEVELOPMENT', 'EXAMS AND ADMIN', 'DIGITAL CREDENTIALS', 'FUNDING FOR TRAINING', and 'OFFER OUR QUALIFICATIONS'.

The main banner features a smiling man and the text 'Flexible programmes for future adult skills'. Below the banner is a breadcrumb trail: 'Home > Qualification delivery > Funding for training > Adult Skills'.

The article 'Introducing Adult Skills with City & Guilds' includes a circular infographic stating: 'Did you know? 59% of the unemployed can't afford to pay for training courses.' The text below the infographic reads: 'With over 800 qualifications (Awards, Certificates and Diplomas) - from Entry Level to Level 3 being funded by the Adult Education Budget (AEB), our Adult Skills courses provide a great stepping-stone for gaining future relevant skills. We've worked with employers and local authorities to ensure our programmes are flexible and fit for purpose, giving your learners the skills they need to succeed in their career and life.' A 'Contact us' button is visible below the text.

Below the article is a quote from Kirstie Donnelly, CEO of City & Guilds Group: 'There has never been a more important time for us to focus on reskilling and lifelong learning.' Another quote follows: 'When looking at skills needs across the UK population, industry and job specific skills are ranked most highly at (40%), followed by leadership and management at (32%) and advanced digital skills at (30%).' The source is cited as 'Digital Transformation and the Adult Education Budget Report, City & Guilds Group and Emsi'.

To the right of the article is a 'Funding and Policy update' section with a 'Sign up to our webinar' button. Below that is a 'Digital transformation and the Adult Education Budget' report section with a 'Read The Report' button. At the bottom right, there is a 'Contact us' section with the text 'Our number one goal is to provide'.



# Key dates for your diary

We're running a series of informative Adult Skills webinars covering all there is to know about our Adult Skills offer and how we can support you with AEB funded qualifications, Restart, Traineeships and Apprenticeships. Don't miss out; register for our upcoming webinars in the series.

See a list of our sector-focused webinars below, register today for your sector of interest:

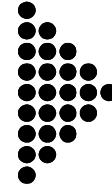


Adult Skills  
webinar series  
this July!

## Employability and Maths & English Webinar

**Date:** Wednesday 7 July  
**Time:** 14.00-15.00 (BST)

[Register now](#)



## Infrastructure Webinar (BSE, Construction & Engineering)

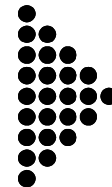
**Date:** Thursday 8 July  
**Time:** 14.00-15.00 (BST)

[Register now](#)

## Health & Care Webinar

**Date:** Wednesday 21 July  
**Time:** 11.00-12.00 (BST)

[Register now](#)



## Leadership & Management Webinar

**Date:** Tuesday 27 July  
**Time:** 09.00-10.00 (BST)

[Register now](#)



# We're here to help

## For general enquiries about Adult Skills:

+44 (0)192 420 6709

For information on how to become a centre . [visit our webpage](#)

[directsales@cityandguilds.com](mailto:directsales@cityandguilds.com)

#CGAdultSkills

[cityandguilds.com/adult-skills](https://cityandguilds.com/adult-skills)

## For digital learning enquiries:

For further information and support with our digital learning, learning materials and platforms including; SmartScreen, Portfolio Plus and e-Functional Skills Reloaded:

[digitalsales@cityandguilds.com](mailto:digitalsales@cityandguilds.com)

+44 (0)1924 206 709

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# Keep in touch

- **Visit the Adult Skills web page for the latest information:** [cityandguilds.com/adult-skills](https://cityandguilds.com/adult-skills) this includes quick links to AEB, Traineeships and Restart information.
- **Register to receive the latest updates** by selecting the 'Funding' preference: [cityandguilds.com/email-updates](https://cityandguilds.com/email-updates)
- **Register to receive the latest 'Leadership and Management' updates** by selecting the 'Leadership and Management' preference: [i-l-m.com/email-updates](https://i-l-m.com/email-updates)
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# Thank you

