

EQUIPPING LEARNERS

WITH THE SKILLS

FOR WORK

**City &
Guilds**

**WORK
READY**



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WORK READY SKILLS



EQUIPPING LEARNERS WITH THE SKILLS FOR GETTING INTO WORK

Britain is in the grips of a burgeoning unemployment crisis. According to the latest official statistics, it's at the highest level for 17 years, with youth unemployment (16-24 year olds) at a rate three times higher than for over 25s, amounting to almost 39% of the total unemployment at 1.04 million.

The Government's Youth Contract, announced in November 2011, will provide 410,000 work opportunities over the next three years. However, 44% of employers tell us their new starters were inadequately prepared for the world of work, partly because of individuals' low level qualifications but also a lack of employability skills.

Together we believe it is crucial that learners have sufficient opportunities to progress into, and subsequently remain within, employment.

We've listened to you and you've said that you need flexible, relevant, short and full qualifications at an affordable price.

You need to deliver these quickly, without lengthy approval processes. You also need to focus on key progression pathways, for example, retail, hospitality, contact centres, warehousing and logistics.

In response, we've developed our Work Ready programme, equipping learners with the skills for work.

- Choice and breadth through the widest selection of units and qualifications to develop learner confidence and skills.
- Responsive and flexible offering which meets the ever-changing local business needs.
- Affordable learning with over 160 free-standing vocational units from 15 sectors under one approval and registration.
- Employer recognition of City & Guilds learners, improving chances of learner employment through employer brand recognition.
- A comprehensive teaching and delivery support package.

Find out more, call 0800 334 5618
email workready@cityandguilds.com
visit www.cityandguilds.com/workready

INTRODUCTION TO WORK READY

Work Ready by City & Guilds is our new employability offering equipping all learners with the skills, knowledge and confidence they need for getting into work and growing a career. Our qualifications are the most recognised by employers and are mapped to meet employers' and learners' needs.

Our Work Ready programme includes:

- The new Unit Warehouse, over 160 free-standing units across 15 sectors that can be accessed quickly and easily, and used to build up an individualised learner programme.
- A revised Employability and Personal Development qualification, offering specific job search skills such as CV writing and interview preparation.

- The widest range of vocational qualifications in key job sectors allowing you to match the knowledge and skills of your learners to prospective employers.
- Basic Skills in English, Mathematics and ICT, including Functional Skills, Essential Skills and other relevant qualifications.
- Entry to Workplace qualifications, providing workplace skills suitable in induction processes.

What does this mean for you?

- 1 Widest choice of units and qualifications to develop learner confidence and skills.
- 2 Flexible and responsive qualifications that meet business needs.
- 3 Easy access to affordable bite sized qualifications and units.
- 4 Expertise to assist you in planning programmes and improving learner outcomes.
- 5 Increased marketability of learners, as employers recognise the City & Guilds brand – giving learners the competitive advantage.

Visit www.cityandguilds.com/workready or call 0800 334 5618 to book an appointment with a Business Manager to discuss your work programme options.



BASIC SKILLS

English, Maths and ICT
e.g. Functional Skills

WORKPLACE SKILLS

e.g. Health and Safety, Food
Hygiene, Manual Handling, ERR

UNIT WAREHOUSE

Over 160 free-standing units
(9980)

EMPLOYABILITY AND PERSONAL DEVELOPMENT

7546 / 7591 / 3803

VOCATIONAL SKILLS

Sector Specific Skills,
Apprenticeships, ILM,
Short Courses

WHO IS WORK READY FOR?

Work Ready is designed to meet the needs of all learners no matter how old they are, the level of their current knowledge and skills or their career ambitions. We have the building blocks you need to help learners get into sustainable work and, once in place, to keep them there.

Our Work Ready qualifications are so flexible they allow you to access many different funding opportunities such as the Work Programme, European Social Fund, Adult Safeguarded Learning, both 16 -18 and 19+ Learner Responsive, Youth Contract, Formal First Step, OLASS (Offender Learning and Skills Service) and Job Centre Plus contracts*.

We have something for everyone, including:

- Full time 16-18 year olds looking to enter work for the first time.
- Young people not in employment, education or training (NEETs).
- The long term unemployed.
- Those recently unemployed through redundancy.
- The underemployed in low paid and low skilled roles.
- Those who want a career change.
- Those returning to work after a break.
- Those seeking supported employment.
- Recent graduates.
- Undergraduates who are looking to give themselves the edge in the graduate recruitment market.

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**SUPPORTING
ALL LEARNERS**



CHOICE &  AFFORDABILITY

WORK READY: UNIT WAREHOUSE

We have created a unique Unit Warehouse comprising of over 160 free-standing unit qualifications, taken from a range of City & Guilds qualifications across multiple sectors, including retail, hospitality, contact centres, warehousing and management. The Unit Warehouse gives you all the units you need in one place. All units are accessible via the qualification code 9980.

The Unit Warehouse (details):

- Units ranging from Entry 3 to Level 3 across 30 qualifications.
- Free registration to create a candidate record, then results entry to claim unit certificate.
- Each unit is priced within a simple pricing band.
- Fast and easy approval process arrangements, including automatic approval and continuing Direct Claim Status to all current centres offering Employability and Personal Development qualifications (7546)*.
- For non-City & Guilds centres, approval is via the common centre approval process arranged through your local office*.
- Option to nominate additional units through your Business Manager.

Example of units

UAN	Unit	Industry	Guided Learning Hours
D/601/9040	Communicate effectively with others	Public Services	15
A/601/3729	Pick goods in logistics environment	Warehousing and Distribution	20
H/601/4986	Serve food at a table	Hospitality and Catering	31
R/601/6068	Create a good impression with customers	Administration	18

*Subject to conditions.

What does this mean for you?

- 1 Key units in one place.
- 2 Flexible delivery of units.
- 3 Cost savings as there are no approval charges.
- 4 No certification or registration fees.
- 5 Each unit receives a certificate of unit credit, ensuring employer recognition and enhancing learner motivation.
- 6 Reduced up-front charges – no registration fees.
- 7 All units are funded. They can be accessed via the Adult Skills Budget.

Find out more, call **0800 334 5618**
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A smiling woman with curly hair, wearing a denim jacket and a red top, is the background of the image. A red lion logo is positioned to the right of the word 'FLEXIBLE'.

**FLEXIBLE & LION
BITE-SIZED**

WORK READY: EMPLOYABILITY AND PERSONAL DEVELOPMENT

Our revised Employability and Personal Development qualifications (7546) offer the most comprehensive range of employability and personal and social skills development qualifications provided by any awarding organisation.

There are nearly 40 qualifications and a pool of over 300 units, including job search skills, vocational tasters and self-development skills. All qualifications have a flexible 'pick and mix' structure with no mandatory units.

Learners start at the level which is suitable and relevant to them. You then build the programme of learning to include a range of units best suited to them. Further units can be added at a later date if the learner needs to develop additional skills, and many of the units overlap so learners can build on what they've already achieved.

Units can be chosen to develop and strengthen the personal skills that employers demand, for example, time management, team working, skills and attitudes for learning and work. The qualifications can also be used to build confidence in new vocational areas.

As well as our main suite of Introductory Awards, Awards, Extended Awards, Certificates, Extended Certificates and Diplomas, we have also grouped units around the following themes to help you navigate a focused pathway that allows your learners to achieve a 5-credit themed Award:

- 1 **Preparing for Employment:** helps develop skills in job seeking, application preparation and interview skills.
- 2 **Succeeding at Work:** develops the skills needed to sustain employment and make progress at work.
- 3 **Community Involvement:** builds volunteering skills and wider community experience.
- 4 **Lifestyle:** helps learners address issues in their personal lives and prepares them to become job ready.
- 5 **Enterprise:** focuses on developing, producing and selling products and services.

Assessment is through observation and portfolio demonstration, and units have been carefully selected so that they can be assessed.

What does this mean for you?

- Option to deliver bite-sized units rather than a full qualification.
- Flexible registration allows learners to add more units as they achieve.
- Flexible rules of combination, increasing learner engagement.
- Cost saving as you can build packages within your budget and at an affordable price.
- Range of options engages and retains learners' enthusiasm.
- An employability qualification from an organisation recognised by employers.

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WORK READY: VOCATIONAL SKILLS AND WORKPLACE SKILLS

With over 99% of employers recognising the City & Guilds brand, our vocational units and full qualifications will provide learners with the best chance of employment in a competitive job market*.

Short Courses

We offer the widest range of vocational qualifications from Entry 3 to Level 4, including a growing choice of Short Courses. These provide learners with the opportunity to develop specific vocational skills in their chosen industry, which can lead to a variety of professional and vocational progression options.

Management and Enterprise

The Institute of Leadership and Management (ILM) provides recognised progression routes into management. This starts with short awards at Level 2 including Effective Team Member Skills or Leadership and Management Skills. Plus for learners interested in starting their own business, the ILM Level 2 Award in Preparing for Enterprise can be the first stepping stone to making start-up dreams a reality.

Apprenticeship Extra

City & Guilds is dedicated to increasing the value of apprenticeships by creating market-leading products and services that help you produce the best apprentices possible and win more employer business.

We currently offer over 300 apprenticeships in a wide range of industries, both as individual components and single point registration packages, allowing you the choice and flexibility to select programmes to suit your apprentices and their employers' needs.

Specific Units

Thousands of specific units are available and accessible through various funding streams.

Continuous Professional Development

We offer the option of upskilling learners to meet continuous professional development requirements.

Workplace Skills

Alongside our vocational skills we also offer specific work ready skills, through short qualifications such as Health and Safety, Food and Hygiene, Manual Handling, Conflict Management and Employee Rights and Responsibilities. These valuable qualifications provide additional work ready skills to equip learners for the workplace. They are often used within employers' induction programmes.

What does this mean for you?

- Increased opportunity to target new jobs.
- High-quality and industry recognised vocational qualifications.
- Ease of progression into apprenticeships or management programmes.
- Option to recognise prior achievement.
- Extensive range of qualification choice and assessment methods increasing success rates due to learner engagement and motivation.
- Quick response to new business opportunities.

WORK READY: BASIC SKILLS

City & Guilds has a range of qualifications to help your learners build sustainable skills in English, Mathematics and ICT, enabling your learners to thrive in work and life.

Our Functional Skills qualifications in English, Mathematics and ICT are internally assessed at Entry Level, with all external assessment at Levels 1 and 2 available on demand – either on paper with just two weeks' notice, or on-screen with same-day booking. Our support offer is broad and includes web-based content, free teaching and learning materials through SmartScreen, and local face-to-face events at your local City & Guilds office.

In addition we have a comprehensive Essential Skills offer in Wales and Northern Ireland.

We will also support you in moving to Functional Skills from Adult Basic Skills, Adult Literacy and Adult Numeracy qualifications which close for registration in August 2012.

What does this mean for you?

- Improved flexibility, as you can assess your learners when you are ready, improving their chances of success.
- Increased learner engagement and motivation.
- Good preparation for tutors and learners, and a full range of up-to-date support materials and online tools included.
- Range of local support including Business Managers, Functional Skills Advisors, Regional Networks and Events.
- SmartScreen, our online teaching and learning support portal.
- Specific support for the transition from the Skills for Life qualifications to Functional Skills.

To support you through this transition we are offering free network events, webinars, and support from your named representative at your local office. To find out more visit www.cityandguilds.com/workready





WIDE SUPPORT

SUPPORTING YOU TO DEVELOP WORK READY LEARNERS

“We greatly value our working relationship with City & Guilds, who provide a wide choice of qualifications, personal customer service and high-quality advice and support.”

Chris Sampson, Director of Curriculum and Quality 14-19, Cornwall College Group.

There are many ways that City & Guilds can work with you to deliver Work Ready qualifications, through personal contact or via quick convenient tools to give you the information you need.

- **Specialist Advisors:** we can link you with experts to help you plan your curriculum around your learners, in addition to providing deeper support and enhancing your performance.
- **Advice:** our Business Managers and Advisors provide relevant, free support on everything from funding to employer relations and course guidance to learner progression. They're available face-to face, via phone or email.
- **Customer Support Co-ordinator:** you will have access to a named point of contact and a wider range of activities that will provide you with a flexible support package that is tailored to your needs, and will reduce your administration burden.

- **Quality Consultants (EV):** we have the UK's largest team of subject-specific consultants. They provide guidance and best practice support.
- **Events:** we run regular free support events during the year including launches, briefings, workshops and webinars. These bring you closer to experts and other providers to discuss best practice and wider issues.

Flexible resources

- **SmartScreen:** online teaching and learning support to access engaging, interactive tutor and learner materials, 24/7, and connect with expertise on the integrated forums.
- **Publications:** course guides, handbooks and logbooks to support delivery.
- **bksb:** initial and diagnostic assessments that link to a wide range of support materials providing interactive assessment and support.
- **Learning Assistant:** e-portfolio solution saving you time and money through best in-class workflow and verification tools.
- **Focus Alerts:** regular email alerts to update you on the latest qualification news.

Find out more, call **0800 334 5618**
email workready@cityandguilds.com
visit www.cityandguilds.com/workready

SCENARIO PLANNING AND FUNDING

Scenario planning

The widest offer on the market will enable you to maximise your range of learners. Opposite are just some examples of the types of learners that our Work Ready programme can help to support.

Funding

Our Work Ready qualifications are so flexible they allow you to access funding opportunities through the Work Programme, European Social Fund, Adult Safeguarded Learning, both 16-18 and 19+ Learner Responsive, The Youth Contract, Formal First Step, OLASS (Offender Learning and Skills Service) and Job Centre Plus.

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NEET

Sarah left school in 2009 with 6 GCSEs and 2 A levels, but has been unable to find a permanent job since then. She's looking at local opportunities in retail with a view to retail management in the future.

Her programme might include one or more of the following components:

Unit/Qual number	SSC	SSA	Unit/Qualification title	Level	Credit	GLH
A/502/5756	7.1	Retailing and Wholesaling	Understanding the Business of Retail	1	1	8
L/601/1614	15.2	Administration	Follow the Rules to Deliver Customer Service	2	4	30
600/4145/6	14.1	Foundations For Learning and Life	City & Guilds Level 2 Award in Employability and Personal Development – Succeeding at Work (QCF)	2	4	18-40
501/0987/X	14.1	Foundations for Learning and Life	City & Guilds Level 2 Award in Functional Skills Mathematics	2	N/A	45

Adult long-term unemployed

Sara has been at home for over 12 years bringing up her family. She is a single mum who wants to return to work. When she first left school she worked in a restaurant. She would like to develop skills for the Hospitality & Catering industry by working and studying part-time.

Her programme might include:

Unit/Qual number	SSC	SSA	Unit/Qualification title	Level	Credit	GLH
500/3681/6	15.2	Administration	Award in Customer Service (QCF)	2	8	60
600/0448/4	7.4	Hospitality & Catering	Award in Introduction to Employment in the Hospitality Industry (QCF)	1	8	69
500/5186/6	7.4	Hospitality & Catering	Award in Food Safety in Catering (QCF)	2	1	9
500/9319/8	14.1	Foundations for Learning and Life	City & Guilds Functional Skills qualification in English at Level 1	1	N/A	45



Adult recently unemployed

Ken joined local government straight from school, but was recently made redundant after 22 years. He is now considering a transfer into the local business sector, hoping to make use of his administrative and finance skills.

His programme might include:

Unit/Qual number	SSC	SSA	Unit/Qualification title	Level	Credit	GLH
U/501/5894	14.2	Preparation for Work	Career Progression	2	2	20
D/502/2865	14.2	Preparation for Work	Presenting Personal Information Effectively	2	3	25
J/502/4402	6.2	ICT for Users	Computerised Accounting Software	3	3	20
L/600/4923	15.1	Accounting and Finance	Work effectively in Accounting and Finance	2	2	20

BASIC SKILLS

English, Maths and ICT
e.g. Functional Skills

EMPLOYABILITY AND PERSONAL DEVELOPMENT

7546 / 7591 / 3803

UNIT WAREHOUSE

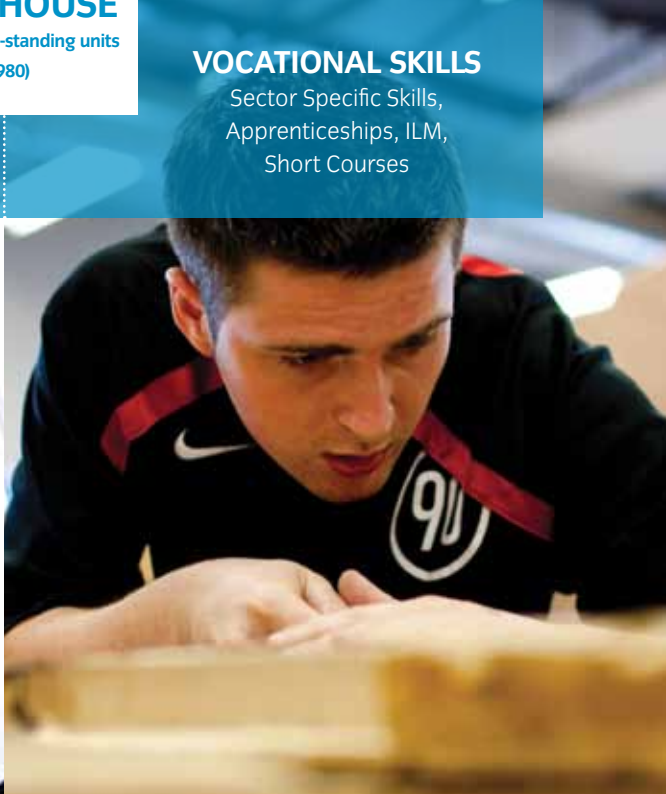
Over 160 free-standing units
(9980)

WORKPLACE SKILLS

e.g. Health and Safety, Food
Hygiene, Manual Handling, ERR

VOCATIONAL SKILLS

Sector Specific Skills,
Apprenticeships, ILM,
Short Courses



School leaver

Tom is 17 and left school a year ago with 2 lower grade GCSEs in Design Technology and ICT. He isn't clear what his next steps might be, so is looking for a broad work preparation programme and an opportunity to develop some construction skills.

His programme might include:

Unit/Qual number	SSC	SSA	Unit/Qualification title	Level	Credit	GLH
501/1820/1	14.1	Foundations for Learning and Life	City & Guilds Functional Skills qualification in Mathematics at Entry 3	Entry 3	N/A	45
500/9319/8	14.1	Foundations for Learning and Life	City & Guilds Functional Skills qualification in English at Level 1	1	N/A	45
600/4172/9	14.1	Foundations for Learning and Life	City & Guilds Level 1 Award in Employability and Personal Development - Lifestyle (QCF)	1	4	36-40
600/4146/8	14.2	Preparation for Work	City & Guilds Level 2 Award in Employability and Personal Development - Preparing for Employment (QCF)	2	4	28-40
501/0840/2	5.2	Building and Construction	Award in Basic Construction Skills (QCF)	1	8	70



**WORKING
BETTER
TOGETHER**

START DELIVERING TODAY

It is so easy to deliver our programmes, you can start delivering today!

For existing centres offering Employability and Personal Development qualifications

you will be given automatic approval to the Unit Warehouse (9980) and the redeveloped Employability and Personal Development qualifications (7546). Registrations and results entry can be made on the Walled Garden (walled-garden.com) straight away (subject to conditions).

For existing centres not offering Employability and Personal Development qualifications

all you need to do is complete a Fast Track form. Visit www.cityandguilds.com/workready to access a Fast Track form or speak to your local office.

For non-City & Guilds centres approval is via the common approval process

supported through your local office. Visit www.cityandguilds.com/workready for details of your local office.

For more information or to book an appointment with a City & Guilds Consultant call 0800 344 5618 email workready@cityandguilds.com or visit www.cityandguilds.com/workready





WIDEST CHOICE

MOST FLEXIBLE

MOST AFFORDABLE

MOST RECOGNISED

MOST SUPPORTED

**City &
Guilds**

**WORK
READY**

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21.03.12 version 1. Some people featured are actors.

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