

Withdrawn

This publication has been withdrawn.

It is no longer current.

Residential Training College Provider Guidance

Section 3 Provision Training

Contents

Introduction.....	1
Assessment.....	1
Induction.....	2
Grievance & Complaints Procedures	3
Individual Learning Plans	3
Training	4
Other Training Opportunities.....	5
Delivery of Training Programmes	5
Marketing the provision	6
Employer Placements	6
Health and Safety	6
Health and Safety Questionnaire (HSQ1).....	7
Self Assessments.....	7

Introduction

1. You must read this Section in conjunction with DWP Generic Provider Guidance, particularly [Chapter 2 – Delivering DWP Provision](#), [Chapter 5 Evidencing/Validating Payments](#) and [Chapter 7 - Self Assessment](#).

Assessment

2. Each trainee should be subject to a comprehensive initial assessment. This assessment should cover at least the following:

Updated 10/12/2014

- clarification of job goal;
- check occupational awareness;
- a review of prior learning and achievements;
- assess basic skills;
- assess key skills;
- assess aptitude, personal characteristics and motivation;
- identify learning preferences;
- identify and agree support needs; and
- confirm training programme choice.

Please note: IDENTITY CHECKS - It is important that in any communications you verify the customer's identity, which could include asking them to state their:

- full name;
- address; and
- National Insurance Number.

Induction

3. You are responsible for ensuring all trainees have a formal period of induction when they start your programme provision. Its purpose is to:

- make clear the aims of your provision;
- give the specific aims of the programme of activity that has been developed and agreed with them;
- outline the benefits of their participation; and
- include an explanation of what they can expect while on the provision, how it will be structured and how you will support them.

4. As a minimum, induction must include:

- introduction to the personal tutor (if applicable);
- purpose, development and review of action plan and /or training plan
- hours of participation (Full time between 30-37 hours per week and Part time average of at 16 hours per week) and availability of provision;
- health and safety, fire and domestic arrangements;
- arrangements regarding travel expenses and where appropriate, childcare;
- rules regarding absence, the taking of holiday leave, the need for compliance and the consequences and/or sanctions that may be imposed by the Provider in the event of non-compliance;
- appropriate behaviour, what constitutes inappropriate behaviour and disciplinary procedures;
- nature and purpose of job search, training and activity; emphasis on the employment focus of the programme;
- equal opportunities;

Updated 10/12/2014

- any personal arrangements should be discussed with the trainee on an individual basis e.g. restriction of hours; requirements for specialist support i.e. communicator support for those with a hearing impairment.
- the purpose of the trainee's progress file; and
- grievance and complaints procedures.

Grievance & Complaints Procedures

5. You must have an appropriate complaints process across your whole supply chain to resolve customers' complaints. You must explain your complaints process to the participant in your first contact with them, see [Annex 14 Complaints](#).

6. You should refer to the Complaint Resolution Core Briefing Pack for providers and the DWP Customer Charter when reviewing your processes.

7. Where a participant is unhappy about the service they receive from you and raises a complaint you should ensure that you follow each step of your detailed process robustly in order to bring the complaint to a satisfactory conclusion.

8. After following all steps in your process you must include in your final response to the participant a standard text which signposts the customer to contact the Independent Case Examiner (ICE) should they wish to pursue their complaint.

9. ICE will mediate between you and the participant to broker a resolution. If a resolution cannot be agreed between either party, ICE will undertake a full investigation of the complaint. To ensure that a thorough investigation can take place, you **MUST** provide all the papers which relate to the complaint. The ICE office will ask for these when required:

Individual Learning Plans

10. The Provider will ensure that each trainee will agree an Individual Learning Plan (ILP) within 15 training days of their entry onto the programme. The plan will be agreed between the Provider and the trainee.

11. The Provider will ensure that ILPs are realistic and that trainees have a reasonable prospect of successful completion. Plans will include specified timescales, taking into account individual special needs and identify qualifications which a trainee will pursue.

12. The Provider will ensure that the ILP includes each of the requirements listed below:

- identifies the trainee by name, date of birth and is signed by the individual;
- specifies the programme start date, and expected completion date;

Updated 10/12/2014

- states the name of the Provider and the name of the person responsible for reviewing the trainee's progress;
- states that the training programme is to be carried out under a set of arrangements set out in the contract, which relate to Residential Training for Disabled Adults;
- records the results of the initial assessment and any remedial actions agreed with the trainee;
- specifies the daily attendance requirements of the trainee. The number and pattern of weekly hours must also be detailed together with agreed holiday periods;
- signposts the trainee who has a complaint about his/her training that cannot be resolved after the Provider's own grievance procedures have been exhausted to contact the Independent Case Examiner (ICE) for the final response to the trainee;
- specifies the training and work experience activities that the trainee will undertake, including timescales for completion by the trainee;
- identifies a vocational qualification if appropriate to the job goal;
- identifies the trainee's employment or career objectives; and
- lists predetermined review dates.

13. The ILP must be reviewed regularly in a planned and systematic way, initially within the first six weeks of training and at regular intervals throughout the programme, this should be at least every eight weeks. Reviews must be signed by both parties and trainees given an opportunity to add any comments. Amendments will reflect content and timescale variations agreed between the Provider and trainee

14. As a Course Completion and Residential Training Premiums generates payments in the 2014 funding model (see [Section 4](#)) you need to ensure the IPL documents evidence of these key outputs.

15. The ILP should be filed in the trainee's progress file.

16. The Provider will ensure that any trainee, who expresses reasonable dissatisfaction with the delivery of the ILP or who, in the opinion of the Provider, is no longer making satisfactory progress towards the ILP shall be offered an alternative ILP. The trainee's consent to changes must be sought but if such consent is withheld, the trainee may be required to terminate their programme.

17. If the Provider is no longer in a position to deliver training in accordance with the trainee's ILP the Provider will ensure that the trainee is offered the opportunity to transfer to another Provider.

Training

18. Residential Training caters for a wide range of vocational areas and levels although some occupations will require the trainee to continue their training in employment. Residential Training is not designed to train a person to the highest

Updated 10/12/2014

level available in their chosen vocation, but to equip an individual with the fundamental skills and knowledge, which are relevant to him/her obtaining and sustaining employment.

19. Any vocational qualifications which are offered in support of a customer's job goal must be delivered by Providers in accordance with the guidelines and conditions laid down by the relevant awarding body. Providers must have suitably trained/qualified staff able to take on the role of assessor and/or verifier for each qualification.

20. All trainees undertaking Residential Training programmes must be issued with a progress file and relevant guidance notes. The purpose of the progress file should be explained during the programme induction.

Other Training Opportunities

21. Providers must supplement vocational programmes with other types of training to assist trainees in matching the occupational skills they acquire with a successful outcome to their training programme. These should include job search techniques, interview techniques, study skills and where appropriate, basic skills information technology and enterprise training.

22. The amount of support which trainees require in these areas will vary from the minimum of guidance to more intensive counselling and training. Providers are responsible for identifying the level of support each trainee requires to obtain employment.

Delivery of Training Programmes

23. One of the primary aims of Residential Training is to enable trainees to spend a combination of their time on both directed and practical training.

24. Practical training can be delivered in many ways but the method must be determined and driven principally by the needs of the customer and their individual special needs. Examples of methods of practical training delivery are:

- work placement (training on employer's premises);
- clearly set out, designed and supported work based projects; and
- supported open learning.

25. Directed training is training under "normal" operating conditions which is planned and structured and not necessarily with commercial or other pressures applying. This is primarily to give trainees the opportunity to develop and practice skills in a specialist and supportive environment to enable them to achieve the greatest possible learning benefit from a combination of both these forms of training. Examples of methods of directed training:

Updated 10/12/2014

- clear learning objectives/goals;
- support and supervision by experienced and competent instructors/trainers; and
- opportunities to demonstrate achievement under non commercial conditions.

26. Each trainee must be given the opportunity of using their new skills in an employment environment.

Marketing the provision

27. Residential Training Providers should develop their own plans to market their training programmes to the customer group and DEAs/Personal Advisers and ensure that it is fair and accurate.

28. The Jobcentre Plus internal intranet site has a Residential Training Homepage which gives a link to each of the college websites to better inform DEAs about specific courses at each Residential Training College.

29. Residential Training providers, if wishing to market their services, should follow the 'Communications Standards for Providers. Further information is available at [DWP Generic Provider Guidance - Chapter 9](#)

Employer Placements

30. Responsibility for securing and arranging a supply of placements rests with the contracted training Provider.

31. In negotiation with Employer Placement Providers, organisations need to cover the aims of the individual and the need for a structured training programme. The contracted training Provider must enter into written contracts/agreements with potential Employment Placement Providers and visit the potential Employment Placement Providers prior to a trainee taking up placement to verify that they meet the contracted training Provider standards with regard to Health and Safety.

32. This system ensures that the Employment Placement Provider complies with the standards set by the training Provider. Providers must monitor and visit the trainee early into their work placement to ensure that the programme is progressing satisfactorily. During the placement period contracted placement Providers are also expected to maintain on going contact with the trainee to ensure satisfactory progress is being made. Employer Placement Providers are required to maintain trainee attendance records for audit and review purposes.

Health and Safety

33. All trainees involved in any way with DWP Provision are entitled to train and work in a healthy and safe environment with due regard to their welfare. Under

Updated 10/12/2014

Health and Safety Law they are regarded as your employees, whether they are paid by you or not. You must, therefore, comply with your Duty of Care under the [Health and Safety at Work Act 1974](#) and the Act's associated regulations in the same way as you would do for any other member of your workforce. You must ensure that trainees receive health and safety induction, training and supervision which are appropriate to the provision being delivered, and that systems are in place for checking this, both within your own organisation and at any sub-contractors. You must complete risk assessments, instruct, inform and train trainees on the control measures identified. There are specific risk assessments for young people, pregnant workers, Lone Workers and employees who are engaged in Manual Handling activities. This list is not exhaustive.

34. DWP and Jobcentre Plus staff may therefore visit you and sub-contractors for a variety of reasons. When doing so they will, in the course of their duties, adopt an 'awareness' approach to health and safety. In doing this they will not be conducting a health and safety inspection, nor will they be in a position to offer advice on whether something is safe or not. Instead they will approach this from the position of any layperson. If, however, they do spot something on which they require assurance or clarification they will raise this with you or your sub-contractor's representative at the location they are visiting. If it is subsequently decided that the issue raised is one that requires follow up, this will be arranged with you through your local Jobcentre Plus contact.

[Health and Safety Questionnaire \(HSQ1\)](#)

35. You must have completed a Health and Safety Questionnaire (HSQ1) to the satisfaction of DWP before provision starts. You are reminded that you need to continue to abide by these arrangements when delivering any programme on DWP's behalf. An annual review will be undertaken when the HSQ1 will be re-issued to you. This includes the requirement to regularly review and if necessary adjust your arrangements, particularly if there has been any change in circumstances. For further guidance please see the [DWP Generic Provider Guidance Chapter 2 Health and Safety](#)

[Self Assessments](#)

36. You are required as part of your contract to undertake a self assessment process.

37. Your Self Assessment must consider all 11 statements outlined in the DWP provider Self Assessment Tool.

38. An initial Self Assessment will be completed six months after contract start and thereafter annually.

39. Areas for improvement identified from your Self Assessment should be included within an improvement plan.

40. You must make both your Self Assessment and improvement plans available to the Provider Assurance Team (PAT) during their reviews of your provision.

41. For further details and guidance please refer to the [DWP Generic Provider Guidance Chapter 7](#)