Vocational Training Framework (VTF)

Skills for Welfare Academy

15/05 – 08/06/2023

VTF has a commitment from City of Edinburgh Council funding to identify opportunities and linkages with employers with specific focus across priority sectors. VTF is a well established model which in Y1 has seen a 92% pre-employment course completion rate and moved 96 people into secure work.

The academy background

- The aim of the provision is to upskill up to 12 individuals, who are currently unemployed or experiencing in-work poverty, to secure and move into work as Welfare Advisors with CHAI (and/or potential other third-sector employers).

- Additional entry criteria agreed with CHAI: willingness to learn and drive for self-development; minimum 3 NAT 5 subjects; good level of communication skills; ability to work on a hybrid basis; basic IT skills (MS Office, Teams, Zoom, emails).

- The Training Provider (People Plus) predominantly focused on preparing delegates to enter roles such as: Income Maximisation Adviser; Advice Worker – Mental Health and Recovery Hubs (job specifications provided by CHAI)

- CCP's Feedback from recruiting employers confirms that candidates need help to navigate the applications and interview process as well as **having a better understanding of the expected behaviors, commitment and capabilities for the role** to help secure the vacant posts and sustain the job. The course focused on the above and incorporated orienteering and job break down sessions as well as shadowing sessions.

- This provision is to give individuals the best opportunity to complete training, gain an in-depth understanding of the Welfare Advice role (its expectations, challenges and benefits) and apply for a job with our partner employer/s. The course is to help individuals demonstrate the required skills and attitudes for the job both through the application and interview stages as well as accredited learning.

Skills for Welfare Academy benefits

- The course is to provide all participants with an opportunity to gain employment and for employer (CHAI) to gain a skilled workforce who made a most informed choice to start working in the sector.

- The course is also to provide all participants with an opportunity to gain current, industry-recognised certificates and/or qualification.

List of all training modules:

- Learning expectations of the Welfare Advisor Role – breaking down the job specifications – discussing challenges and work scenarios

- Managing Difficult Conversations

- Managing Challenging Behaviours

- Building Professional Relationships, including setting up boundaries

- Skills for self-care and building resilience

- Mental Health Conditions and Trauma Awareness Training

- Light Touch on the current Welfare System

- GDPR and working with confidential information

- include: Interview & selection preparation (see the 1:1 employment advice section above)

AIM Level 1 Customer Service Skills
AIM Level 2 Mental Health & Wellbeing Fundamentals
Learning Nexus Negotiating Strategies 1: Strategy Basics
Learning Nexus Negotiating Strategies 2: Psychological Strategies
Emotional Resilience course from AIM
Data Protection Act
GDPR Awareness

Skills for Welfare Academy - goals and targets

- Expected progression to jobs is 50%

- Expected completion of the course is 90%

- Expected achievement of certificate/award is 80%

- Expected signposting following the course 100%