

Frequently Asked Questions (FAQs)

Level 3 Certificate in Employability Practice

February 2021

1 – Who is eligible?

This programme is open to individuals who have at least 3 months experience as an employability practitioner and want to develop their skills and knowledge further. Team leaders and specialists in supporting those with complex needs will also benefit from this programme.

Ideally individuals will already have a qualification at level 2 (GCSE or equivalent) but we can support those who don't to gain the skills to successfully gain this qualification.

Advanced practitioners and key workers	Career or employment Coordinators
Careers advisors	Case managers
Case workers	Coaches or consultants
Community support advisors	Employability tutors
Employment advisors	Employment coach
Employment consultant Housing officers	IAG advisors
Job coaches	Lead IAG advisors
Lead or senior employment advisors	Personal advisors
Senior or lead job coaches	Careers advisors
Senior student support workers	Student support workers
Training advisors	

2 – What are the costs?

The price of the programme is **£985.00 (plus VAT)**. This includes the cost of accreditation by the Institute for Employability Professionals which is awarded by the NCFE.

Apply now – pay later. We will invoice you 3 - 4 weeks before your programme starts, so payment is not required at the time of application. A month before your programme starts you will be sent a formal **offer letter** by email from the Serco Employability Team. This must be signed and returned to accept your place. Once you have accepted your offer of a place you will be invoiced shortly before the start of the programme (14 days' payment terms).

Payment for a programme must be received before the start date to ensure that you have full access to the materials.

Note: this programme is not part of the apprenticeship scheme and does not qualify for apprenticeship funding.

Please refer to our Employability Practitioners Terms & Conditions document for full details of payment methods and charges.

3 – How will the Level 3 Certificate in Employability Practice be delivered?

The Level 3 Certificate in Employability Practice begins with an online induction. Applicants will be placed into learning groups and you will work with your learning group throughout the programme.

Once the induction is completed you will begin Unit 1 and work through a series of online materials and training packs with the support of your tutor. Online workshops will take place during each unit, usually lasting 1 -2 hours that you will be required to join. Upon successful completion of all the assessment activities in f the training pack you will move onto the next unit. There are four units in total.

4 – How will the Level 3 Certificate in Employability Practice benefit me?

This programme of study has been designed to develop the skills and knowledge of an employability practitioner whether you are relatively new to the role or a team leader or specialist supporting those with complex needs. Some of the benefits include:

- An increased ability to devise strategies to address and overcome the multiple and complex barriers to employment.
- Accreditation by IEP awarded by NCFE
- Up-to-the-minute content
- A professional pathway for future development

The Level 3 Certificate in Employability Practice includes **4** mandatory units:

- Caseload Management
- Coaching and Facilitation Skills
- Supporting informed decision making
- Finding and competing for work

Career objectives

We recognise that participants on the programme will be at different stages in terms of their career development. Some will be experienced employability practitioners who wish to consolidate and extend their skills in particular areas; some will be comparatively inexperienced and seek to extend their skills; some may be new or potential employability practitioners perhaps with experience in a related profession, who are now seeking to transfer those skills to the new context of employability.

5 – What is the structure of the programme?

You will follow a structured programme over a 9-month period (approx.). This begins with an online induction week which introduces you to online learning and our e-learning resources. You will then work through each of the four units in turn. There will be a combination of online learning and online workshops plus additional online tutor support. The programme is essentially a self-study distance learning course.

6 – Will I get the chance to meet or network with other Employability Practitioners?

Once you join the programme you will be put into a learning group. Your learning group may include other practitioners from your place of employment only, or you may join a national group which will include practitioners who are working within a range of locations and for different employers.

Each learning group will have access to an online forum where you can ask questions of your tutor or your peers. The forum will also enable you to contact the other members of the learning group to discuss more general topics. Your learning group will remain the same throughout the qualification (unless you have to take a break in learning) and will be the same people who join the workshops, allowing you to build up a network of peers.

Research has shown that participants who engage well with their programme peers generally achieve a higher level of success on completion than those who choose not to engage. We believe that the networking opportunities provided are one of the programmes most valuable aspects.

7 – What will I study?

After the one-week Induction phase you will then start the first unit, beginning with details of the structure, content, guidance for study time (to help keep you on track) and the assessment process.

The four mandatory units you will study are outlined in brief below:

Caseload Management	This unit will begin with considering tools and methods to set effective boundaries and expectations with clients. It will then look at caseload management in some detail
Coaching and Mentoring Skills	The focus of this unit is communication skills leading to the ability to build trust and respect with clients. We will consider multiple communication tools for effective interaction and practice both coaching and mentoring skills.
Supporting Informed Decision Making	We will explore the important social/cultural/customs between the practitioners and their clients. Then we will analyse how social and cultural customs can influence the employment guidance process. We will also seek to understand how and why clients' ethical choices are informed by their decision making. The Universal Declaration of Human Rights will be reviewed in relation the practitioner role and we will then explore the demands and limits imposed by the legal/welfare and/or regulatory environment.
Finding and Competing for Work	This unit gives us an opportunity to consider employment legislation and employment opportunities from a range of workplaces. We will explore the limitations of statistical sources concerning local/sectoral career advice and/or guidance as well as labour market information. The unit also provides the opportunity to investigate how clients compete for work and enable the client to prepare to transition into work.

8 – How will I be supported and assessed?

In common with most distance learning and e-learning courses, the Level 3 Certificate in Employability Practice includes a requirement for **self-study** as well as providing online support and feedback on activities from your tutor.

Support is also available via colleagues and your tutor through the easy to use online forum areas for each work group. You will also meet your tutor and other members of your work group during the online workshops.

Assessments

These are usually submitted electronically as you complete each work pack. The work packs will contain a number of assessment tasks. Should you be unsure how to complete an activity you will have the option of discussing with your tutor.

If, for any reason, a participant does not achieve a pass for the first submission of work pack, then they are able to resubmit within a fixed resubmission window (conditions apply).

9 – Is the programme accredited?

The Level 3 Certificate in Employability Practice is accredited by the Institute for Employability Professionals (IEP) which is awarded by the NCFE.

The FAQ document should be read in conjunction with the latest *Employability Practitioner Terms and Conditions* document available on our website for more information.

Contact us

See website for further programme details: <https://www.serco-ese.com/serco-education/programmes/ep-certificate-level-3>

Contact Serco at:

employability@serco.com

T: 01452 341 829 (office hours)

Updates

Some details may from time to time be subject to change without notice as part of our normal programme review and improvement process and therefore they should be regularly checked. The continued use of the site or a programme activity after a change has been made is your acceptance of any changes.

Revised February 2021