

Information for Employers

Level 3 Certificate in Employability Practice

February 2021

Level 3 Certificate in Employability Practice: aims

Employability practitioners can work in a wide range of roles supporting individuals to address and overcome obstacles that will result in their being able to secure suitable and sustainable employment. They may specialise in working with a specific group of individuals or clients and this requires the employability practitioner to have a broad appreciation of the types of public services, community offerings and funding streams available and an understanding of how these fit together so that they can put in place a bespoke plan of support that takes a holistic approach for the client.

In their daily work, an employee in this occupation interacts with individuals who have or may have one or more of the following; mental health conditions, physical health conditions, disabilities, generational unemployment, social barriers e.g. lone parenting, addiction or substance misuse, low levels of education/attainment, language barriers i.e. English is not their first language, financial difficulties, ex-forces, ex-offenders, youth unemployment barriers etc. This list is not exhaustive.

The rationale behind the Level 3 Certificate in Employability Practice is to give the employee the support and guidance to develop their knowledge and skills in case load management and coaching and mentoring the clients that they work with. They will also be given tools to help them become more effective in gathering data and information through research to make recommendations and inform service delivery through evidence-based improvements.

How trained Employability Practitioners can help your organisation

Benefits to the employer will include:

- Professional staff member who will enhance the management of your organisation
- An employability practitioner who understands the importance of their role and its scope
- Increased ability of the employability Practitioner to devise strategies to address and overcome the multiple and complex barriers to employment
- An employability Practitioner who can take a holistic approach to the service user

Employer references

This programme requires the participant to invest time and energy into their professional development. To gain the most from studying this qualification, participants will also require help and guidance from their employer, along with a financial contribution (if the employer is funding an employee of theirs).

Serco's Employability Team must therefore confirm that the employer has understood this commitment and wholly support the individual's application; the applicant is required to confirm this on the application form (supporting letter is not required).

What is expected of employers?

Participants on the Level 3 Certificate in Employability Practice may be 'returners-to-learning'. Even if this is not the case, whilst employed in a busy role many will also have other commitments at home. Participating in professional development at this level and calibre is often new to them and can at times present some challenges to their work/life balance.

It is beneficial if the participant, regardless of the level of programme, can negotiate time to discuss their development and progress on the programme with their line manager/mentor on a regular basis. Often a 10–30 minute catch-up is all that's required each month.

The process of sharing information gained from these programmes within their place of employment and focusing on improvements to their role, has been shown to be beneficial to both participant and employer. For example, the participant may find out about ways to attract extra funding or learn about upcoming changes to legislation that that might benefit a client or even the employer.

The line managers' commitment will give the participant the confidence and guidance they need to be successful on the programme and enable them to deliver improvements for their clients and the organisation in which they work.

Participants may need to speak to colleagues across other areas of the organisation. They will be looking to place their learning into their own organisation's context and may therefore wish to discuss how the distinct areas of the organisation work. They will draw upon the expertise and experience of their own colleagues and peers as well as their line and senior managers.

The individual participant's commitment

Study is by:

- a fully online approach with regular online sessions with their tutor and working group
- completion of four mandatory units which contain a series of assessment tasks to develop the participants knowledge and practical skills.

Study times

Study times will vary depending upon the participant and their prior learning. We anticipate that participants will need to commit between 3 to 5 hours (approximately) per week for study on the Level 3 Certificate in Employability Practice. Study times may increase when a participant is completing an assessment activity.

Some organisations are able to release participants from their professional duties for a period of time each week to enable them to complete their work. As previously indicated, many organisations find that they benefit directly from the work that participants undertake during the programme, as systems are reviewed and developmental work is undertaken. This means that, resources permitting, the organisation can make a sound investment through supporting their participant and providing some remission from their duties.

Assessment

The Level 3 Certificate in Employability Practice requires participants to complete assessment tasks as they work through each of the four units of study. These are then marked, and feedback is provided to the participant to enable them to develop their learning and knowledge. Should a participant not pass an assessment task they will be given the opportunity to resubmit.

The four units studied are:

- Caseload management
- Coaching and facilitation skills
- Supporting informed decision making
- Finding and competing for work

Programme costs

Please see our website(<https://www.serco-ese.com/serco-education/programmes/ep-certificate-level-3>) for details of latest prices. The employer (or participant) are invoiced 2 to 4 weeks before a programme starts. IEP accreditation is included in the cost of the programmes.

Most of the learning materials are provided through Serco's e-learning platform located on the learning centre website www.leadershiplearningcentre.com.

Participant handbooks, and other resources, are available online. Participants may wish to print these off so may therefore need to consider the cost of printing and paper consumables. We are not able to reimburse any supply cover costs while the participant is studying.

The Level 3 Certificate in Employability Practice requires online attendance at a series of online workshops lasting no more than 1 -2 hours per session usually delivered between 9 – 5pm.

Participants sometimes choose to work together in informal support groups. This is not a requirement of the programme but can help participants through their studies. These groups are self-funded although they are sometimes hosted at one of the participating schools.

ICT resources required to complete the programme

Participants are involved in a significant amount of online learning as they progress through the programme and they will therefore need access to a computer in order to participate.

Most participants have access to a PC or laptop at home, but some may be dependent upon their employer's ICT equipment. You may wish to discuss with the applicant how your organisation can help in terms of access to equipment and time to complete their work for the programme, as appropriate.

Participants will also need to visit a number of websites in order to undertake research into government policy and best practice. As a result, participants become well-informed about current developments in employability practice. Sometimes they may need to use the employer's system to access these documents (web access from the organisation's system permitting).

Participants will also often need to access the internet outside office hours and term-time. Research from previous participants has shown that online work often takes place during evenings, weekends and holidays.

More information can be found on our main website (<https://www.serco-ese.com/serco-education/programmes/ep-certificate-level-3>)

Enquiries

If you wish to discuss the commitment required by your organisation or employee any further, or have any other queries, please contact Serco's Employability Team:

employabilty@serco.com or call 01452 341829 (during normal office hours)

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