

Workplace Language, Literacy and Numeracy Training - Process Overview

Core Process	Subsections	Steps
1 Build Capacity	1.1 Coordinate Provision in the Area	1.1.1 Ensure fit with Learning Skills Council & Learning Partnership plans
		1.1.2 Identify funding sources
		1.1.3 Include partners, public/private, Voluntary Sector, Union Learning Representatives, and Work Based Learning Providers
		1.1.4 Plan specialist provider team
		1.1.5 Produce a staff development strategy including practitioner recruitment strategy
		1.1.6 Undertake Practitioner Training Needs Analysis
		1.1.7 Provide continuing professional development for locality
		1.1.8 Coordinate promotion to employers
	1.2 Create/Plan Stakeholder Team	1.2.1 Select provision manager, programme leader(s), practitioners
		1.2.2 Select members of stakeholder team
1.2.3 Define and agree stakeholder roles		
1.2.4 Provide professional development		
2 Market and Promote	2.1 Produce External Marketing Strategy	2.1.1 Agree aims and objectives, produce marketing action plan including evaluation process
		2.1.2 Undertake market research
		2.1.2 Segment market
		2.1.3 Adapt service offer
		2.1.4 Produce targeted marketing materials
		2.1.5 Generate leads
	2.2 Initial contact with Employer	2.1.6 Research the background of prospective clients
		2.2.1 Develop a profile of the organisation
		2.2.2 Engage workplace champion(s)
		2.2.3 Make business case for workplace basic skills provision
3 Conduct Organisational Needs Analysis	3.1 Engage Workplace Senior Management Team and consult and work with Union if appropriate	2.2.4 Make presentation to contact in organisation
		2.2.5 Find out union's policy for supporting employee learning and development
		3.1.1 Make business case for workplace basic skills provision
	3.2 Set Up Steering Group	3.1.2 Make presentation to senior managers including causes of poor basic skills
		3.1.3 Establish and maintain working relationship with union - complement existing provision and approaches
		3.2.1 Possible members
		3.2.2 Agree terms of reference
		3.2.3 Make initial proposal
	3.3 Develop a Strategy and Action Plan	3.2.4 Consider contract options
		3.2.5 Agree next steps
3.3.1 Audit development work and delivery already taken place		
3.3.2 Consult widely, set up focus groups etc		
3.3.3 Identify aims, objectives and numerical targets in relation to organisation's key performance indicators		
	3.3.4 Identify activities to achieve objectives and targets, milestones inc timescale	
	3.3.5 Identify project constraints and strategies to overcome them	

		3.3.6	Designate person responsible for each activity	
		3.3.7	State monitoring and review process	
		3.3.8	Identify resources needed	
		3.3.9	Identify how each activity will be evaluated	
	3.4	Raise Awareness Throughout The Organisation	3.4.1	Ensure support of managers throughout the organisation
			3.4.2	Involve managers and staff
			3.4.3	Use briefings and presentations to make business case
			3.4.4	Promote the benefits to employees, (see 3.7)
	3.5	Conduct Language, Literacy and Numeracy Needs Analysis	3.5.1	Organisational needs survey
			3.5.2	Audit managers' views of needs
			3.5.3	Undertake job/task analysis
			3.5.4	Undertake employee needs survey
	3.6	Engage employees	3.6.1	Engage through learning needs survey
			3.6.2	Engage through learning representatives
3.6.3			Engage through peer advocates	
3.6.4			Engage through internal publicity, leaflets/posters, newsletters, wage slips etc	
3.6.5			Engage through incentives	
3.6.6			Engage through self referral	
3.7	Produce Language, Literacy & Numeracy Learning Needs Report	3.7.1	Report on learning needs	
3.8	Agree Training Proposal	3.8.1	Produce training proposal	
4	4.1	Plan Programme	4.1.1	Negotiate release
			4.1.2	Select groups
			4.1.3	Arrange timetable and accommodation
	4.2	Develop Curriculum	4.2.1	Make use of sector maps
			4.2.2	Research resources available off-the-shelf
			4.2.3	Adapt and develop resources
5	5.1	Address Work Related and Personal Learning Goals	5.1.1	Introduce screening
			5.1.2	Introduce initial and diagnostic assessment
			5.1.3	Plan to meet individual needs related to work and everyday life
	5.2	Meet inspection and audit criteria		
	5.3	Promote National Tests and Accreditation		
5.4	Provide Information, Advice & Guidance			
5.5	Celebrate Achievement			
6	6.1	Evaluate - Analyse Impact	6.1.1	Analyse impact on job skills improvement
			6.1.2	Analyse impact on key performance indicators
			6.1.3	Impact on the individual and family
			6.1.4	Achievement in LLN and Nat Tests
			6.1.5	Produce evaluative report
	6.2	Plan Continuation	6.2.1	Implement recommendations from evaluation
		6.2.2	Provide exit information, advice & guidance	