

REFERRALS PROTOCOL

Background

The Programme, branded as Train to Gain, will be delivered as part of the Business Link Integrated Skills Brokerage Service.

The Programme is expected to be offered on a referral basis by the Business Link Integrated Brokerage Service, training providers and other relevant bodies.

Each business can benefit from up to £1,000 of grant support, of which the first £500 of grant support to the business will not require match funding and must benefit the owner/key manager. The remaining grant must be match funded by the employer and could be used to support other managers within the business or the same individual if that is what the business needs.

Leadership and Management Specialist Advisers are required to provide Personal Development Plans (PDP) co-created with the individual referrals to development solutions and access to grant funding as a clearly identifiable service. Provision and skills solutions identified by an employer or provider will only be supported if this is identified in the PDP.

A follow up to the employer should occur no later than 3 months after the intervention to enable progress to other Integrated Brokerage Services, to ensure broader workforce development.

Any businesses who have already received grant support through the Train to Gain specialist Leadership & Management programme will not be eligible. In exceptional circumstances where the key owner/manager of a business has left the organisation a further intervention may be possible at the discretion of the LSC region.

The programme will be open to all types of business including private, franchise, public and voluntary bodies providing they meet the criteria of employing between 5 and 249 staff. The voluntary sector is included where there are employees. Unpaid volunteers can participate in the Leadership and Management programme on the same basis as other key owner/managers providing evidence is provided that the individual is working as an unpaid volunteer and satisfies the normal eligibility rules. The business or place of employment must be in East of England.

Referrals to L&M from Integrated Skills Brokerage

It is expected that the majority of Leadership & Management requirements will be initially identified by Business Link Integrated Brokerage Service during discussions with an employer and completion of the ONA.

All leads, enquiries and referrals should be passed to the Leadership & Management Specialist Advice Service (LMSAS) using the RBSIS/Captavia ORN mechanism - addressed to:
landm@tchc.net

Employers should be asked to register their interest via the on-line portal by visiting www.tchc.net and following the Leadership and Management link.

All referrals received will be acknowledged within two working days. Three attempts will be made to contact the employer. If the LMSAS is unable to make contact after three attempts, the referral will be returned to the originator for action.

Once the LMSAS engagement has taken place, the referral originator will be notified and updated using the ORA.

Referrals to L&M from Training Providers and all other originators

Employers should be asked to register their interest via the on-line portal by visiting www.tchc.net and following the Leadership and Management link.

Once employer registration is confirmed, all enquiries should be passed to the LMSAS by email - addressed to: landm@tchc.net

Referrals **must** include:

Company Name, Full address and postcode

Contact name

Telephone number, Email address

Number of employees

Brief outline of requirement

Contact details of originator.

All referrals received will be acknowledged within 2 working days. Three attempts will be made to contact the employer. If the LMSAS is unable to make contact after three attempts, the referral will be returned to the originator for action.

Once the LMSAS engagement has taken place, the referral originator will be notified and updated by email.

Referrals from L&M to Integrated Skills Brokerage

The Leadership and Management Specialist Adviser will have access to resources that comprehensively provide intelligence on a range of appropriate learning solutions, including the Skills Brokerage service.

At evaluation of LMSAS development activity, or at first follow-up if sooner, the Specialist Adviser will discuss the issues of wider skills needs within the business. Where appropriate, the Specialist Adviser will then refer to the Integrated Brokerage Service for the Eastern Region.

The referral will be by email. ttg@tchc.net

The referral will contain full contact details and URN number where known, along with a brief summary of the LMSAS development activity undertaken.

The Integrated Brokerage will acknowledge receipt of referral by way of return email within two working days.

The Integrated Brokerage will contact the client within 7 working days. If, after three attempts, it has not been possible to contact the client, the Integrated Brokerage will notify the LMSAS originator by email.

All received leads and subsequent activity will be recorded on RBSIS/Captavia.

Referrals to other support organisations

It is anticipated that wider business needs identified by LMSAS will initially be dealt with by way of referral to the Integrated Brokerage, who will then conduct a full ONA and refer to relevant organisations using established methods and protocols.

This document will also be available as a download on the Leadership & Management page of our website www.tchc.net