

SUPPLIER SERVICE OFFER FACTSHEET

Provide a detailed description of the intervention/course/provision in the space provided – starting on the next page. This must be no more than **2 pages of A4**, in **Arial Font 12** and must include the following as a minimum:

1. Content of provision and how it would be delivered;
2. Details and evidence of how your provision will ensure that the claimant will: move closer to work/ move into work or remain in work (as appropriate);
3. Your performance offer i.e. what will the outcomes (e.g. % job outcomes and outputs (e.g. Action Plans) be, together with your supporting rationale;
4. How you will manage the performance of the provision to ensure outcomes and/or outputs are achieved

Course name: Preparation for Working as a Call Handler (Home or office based)

Overview

This 5-day online course will prepare DWP customers for customer service roles with our employer partner Go-centric. 3 days will include qualifications (detailed below) before a remote induction with Go-Centric on the Thursday and a work trial on the final day to give DWP customers some first-hand experience. SBA Nationwide and Go-centric have a service level agreement with 260 immediate jobs in Scotland, that we hope we can ring fence for DWP as part of the DPS framework.

Successful customers will have the choice of home-based or in-centre jobs upon completion of the 5-day course. SBA provide computers to customers who choose the home-based roles, so all equipment is provided for the job. There is a choice of working hours, as contracts are delivered between 8am-8pm Monday – Sunday. Contracts include track & trace, running until 2022 so further development is available from SBA, in relation to other contracts.

Course Content

Day and Time	Action	Barrier removal and progression
<p>Day 1 – 3</p> <p>Principles of personal effectiveness in a contact centre</p> <p>Principles of communication and customer service in a contact centre</p>	<ul style="list-style-type: none"> • Introduction to the course/housekeeping. • Introduction to the Contact Centre environment • Career paths • Improving personal effectiveness in a contact Centre • Expectations of the job role • Performance review process • Learning resources • Understanding the role of the team • The rules of communication and customer service in a contact centre 	<p>Delivered online, so travel issues</p> <p>Provided:</p> <ul style="list-style-type: none"> • Additional support • Material to support learning • Identifying primary and secondary barriers • One to one support
<p>Day 4 & 5</p> <p>Remote induction and work trial as a call handler</p>	<ul style="list-style-type: none"> • How to deliver customer service through a contact centre • Identify customer needs • Rapport building • Communicating with internal and external customers in written or electronic form in a contact centre • Full induction, including use of electronic systems • One day work trial 	<ul style="list-style-type: none"> • WECHA interview • Work Education Circumstances Health Aspirations • Mentoring • Information • Advice • Guidance

Performance offer:

We forecast that:

- 100% of participants will have a guaranteed interview with live vacancies
- Employer inductions are guaranteed to every customer
- 100% of participants will complete a life skills initial assessment with the results available for both client and Job Centre Personnel
- 100% of participants will complete an action & work plan identifying further resources for motivation, resilience, sociability, professionalism, organisation, initiative, job search, interview technique and workplace behaviours
- Achievement measurements and outcomes:
100% of participants will complete a time bound specific action and work plan, also completing the course

How we will manage performance of provision:

SBA Nationwide have partnerships and service level agreements in place with national employers to provide all customers a guaranteed interview, induction, and job on completion of the course.

SBA has a wealth of experience in delivering and managing these types of provision. Over the past 15 years we have delivered competitive and successful courses to all age groups, with 102 job outcomes in the past 4 months on courses across the UK.

The management team have over 50 years' experience managing local and national employability and skills contracts, including Work Programme, Flexible New Deal, New Deal, Fair Start Scotland, Employability Fund, Modern Apprenticeships, Traineeships, ESFA. The management team includes John Brown DL, former CEO of LifeSKILLS Centres, who delivered national employability contracts in Scotland, moving over 20,000 people into employment across many sectors. This includes multiple DWP contracts via Basware and LVP.

We track all clients who attend and monitor their performance when with us. We gather feedback and discuss course content with all our clients to help improve our service and add to our reports for compliance visits if needed. We use our data system to extrapolate management information to continuously evaluate our performance delivery, quality, compliance and contractual KPI's.