

Tresham College

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Delos Community

Employer Description

Delos Community is a charity that provides support for adults with learning disabilities and to those who may also have mental health problems. Delos were contacted as part of a telephone marketing campaign to raise awareness of basic skills in the workplace funded by the Northants LSC.

Engagement Strategy

Tresham College adopts a well tested employer engagement strategy which incorporates the following eight steps.

Stage 1 - engage workplace senior management team and find out union policy (if unionised)

Stage 2 - set up steering group (with as many reps from above as possible to make it work)

Stage 3 - develop a strategy and action plan (with dates etc)

Stage 4 - raise awareness throughout company either via ULR/HR/notices team briefings etc

Stage 5 - conduct LLN needs analysis on workplace/personal issues

Stage 6 - Engage employees

Stage 7 - Produce LLN Learning Needs Report (although not all companies see this as vital)

Stage 8 - Agree a training proposal and service level agreement

Background to the Initiative

A meeting was set up between Delos and the local college, Tresham Institute to discuss how literacy skills impacted on the work role of Delos staff.

Managers were aware that some staff do not have GCSE English, and felt they needed help completing paperwork and to participate effectively in meetings. Tresham staff carried out an analysis of documentation used by Delos and designed a bespoke course, mapped to the National Literacy curriculum that covered report writing, form filling, accurate message taking and speaking at meetings, based on scenarios from Delos. This approach ensured that the course was relevant and contextualised.

Delos offered the training to all staff, and Tresham arranged a group staff meeting to discuss the programme followed by initial assessments and confidential interviews.

Tresham were able to fit the training around working routines, with the tutor occasionally reorganising the timetable to accommodate staff rotas.

Learner Progress/Achievement

Initially some staff felt awkward about taking part, but training was delivered in an informal practical manner, with the tutor ensuring a non-threatening environment. There was 100% attendance rate.

The final week of the course identified the next steps for staff. 16 learners completed the course - 7 of which successfully achieved Adult Literacy qualifications at Level 1 or Level 2.

During the feedback session staff commented that they felt much more confident in dealing with paperwork, and could complete it much quicker! Some of their meetings involve dealing with other professionals and case workers, and staff felt the training had benefited them, but would like further courses in speaking and listening skills.

Tresham and Delos are planning further courses, which will be offered to all staff.
