



Training Services

BASE can provide a range of tailored training and consultancy services

Bespoke training to meet your specific service and workforce needs:

- Flexible delivery
- Delivered at a venue of your choice
- Delivered to your specific timetable
- Favourable terms for BASE members and associated organisations.

Some examples include:

- Employer Engagement strategies tailored to your operational needs
- Consultancy on a range of service delivery models
- Service planning and development
- Business management
- Working with partners and other stakeholders
- Public sector recruitment
- Customer surveys
- Mystery shopping

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Supported employment practitioner training 4/5 day training course

BASE has developed a new training course specially designed for practitioners that are supporting the customer through every stage of the supported employment model from the referral stage and securing paid employment to career development. It can be delivered over 4 or 5 days depending on local circumstances.

The course has been compiled in line with the European Union of Supported Employment (EUSE) five-stage Supported Employment process and the newly developed UK National Occupational Standards for supported employment.

- **Client engagement**
- **Vocational profiling**
- **Employer engagement**
- **Job matching**
- **On and off the job support**

The training sessions and content follow this process and are delivered in a single week or in 2 blocks over 2 weeks. The training is delivered by supported employment professionals that have been involved in the sector for many years. During this time they have gained national reputation and recognition for their successes in establishing, managing and delivering high quality supported employment.

The course covers the following essential elements of supported employment:

- Values base
- Customer engagement
- Vocational profiling
- Addressing barriers
- Employer engagement & negotiation
- Job analysis
- Action planning
- Workplace support
- Job-coaching techniques
- Health & safety
- Career development
- Employment law and
- Quality assurance

“This course has been inspirational, confidence building and a bit overwhelming!”
Course participant, North Yorkshire CC

“Enjoyable and informative”
Course participant, Sheffield CC

“The course was fantastic.”
Course participant, Gloucestershire CC

“Mind-blowingly informativel now feel like a door has opened”
Course participant, Interwork Services, Guernsey

Working with Employers

2 day training course

During the last six years this course has gained the respect of a large number of supported employment agency managers and staff. The course continues to receive excellent evaluation and feedback from delegates and ranks high in popularity for developing the employer engagement skills of staff involved in finding and retaining open paid employment, work experience and work preparation for people that are faced with barriers to getting and keeping a job.

The course objectives are to support practitioners to understand the employer's perspective and to deliver a high quality service focused on customer care and attention. This course is designed to improve self confidence and support the development of valued and long term relationships with employers.

The course provides a variety of examples and methods that have been tried and tested to engage the employer both on an individual basis and in forum sessions. A session is included supporting delegates to plan the staging of an event for employers designed to encourage employer involvement and participation in project work. This session has been specifically designed to encourage the development of an action plan to involve key staff members with the main aim being to improve service outcomes.

Delegates are invited to participate in rehearsing their communication and negotiation skills in role play sessions followed by evaluating the outcomes with the trainer and their colleagues in open discussion forum that provides an opportunity for improving individual skills, problem solving and dealing with objections. The course includes training sessions on valuing networking, the effective use of marketing tools and techniques and understanding the business case, the legal case and the moral case for recruiting people with disabilities. Delegates receive useful handouts a course information pack and certificate of attendance.

Some examples of delegate feedback:

"I really enjoyed the training and noted down tons of useful tips"

"Rediscovered skills I thought I'd lost, in a supportive learning environment"

"The best training I've been on in a while – and I've been on a lot!!"

"Just thought that I would drop you a short email to pass on my thanks and those from all of the KSE staff who have attended your training events; without exception everyone agreed that the training was appropriate, relevant and expertly delivered"

"Brilliant course – really gets you thinking about how much more you can put into your practice."

"It has been really inspirational!"

Recruiting and retaining a diverse workforce 1 day training course

This course has been designed to inform and support managers with a responsibility for recruitment and retention. This includes human resource directors, personnel officers/advisers, line managers and diversity officers.

Because of the ever increasing costs to the Treasury in terms of financial support and benefits for those people in society who are farthest removed from the labour market, we have seen the introduction of a wide range of Government initiatives and projects designed to tackle the 'worklessness' agenda. Employers from the public and private sector are encouraged by Government and directed to comply with equality legislation. The Government contracts out the delivery of most of its employment programmes to a range of national and local employment support providers across the UK and employers are often inundated with requests to consider employment opportunities and provide work experience placements for disadvantaged unemployed people.

Those who are most excluded from the labour market, recording less than 10% of their total numbers in paid employment, are people with mental health problems, learning disabilities, and autism. Whilst many employers are proactive and willing to support targeted recruitment, little progress has been made to address the under representation in the workforce of those most excluded.

This course provides the opportunity for delegates to participate in a workshop style presentation that identifies the barriers that people face to gaining employment coupled with the challenge that many employers face when recruiting or retaining employees with a disability. The course concentrates on raising awareness of the support services that are available across the UK and the benefits of recruiting and retaining a diverse workforce. Recruitment methods, practices, policies and procedures come under the spotlight for open discussion on what works and what doesn't and how making a reasonable adjustment, in most cases at low or no cost, can be all that is required to make a difference to those facing real barriers to gaining meaningful paid employment.

Delegates receive useful handouts and a course information pack and certificate of attendance.

This course was commissioned by Kent County Council and has been successfully delivered to 50 department managers in two sessions across East and West Kent.