

The key things to **Remember** on your journey with us are:

- Your Employment Advisor is your main contact, they're your mentor and coach throughout the process.
- You will be given a Career Progression Plan that you work through and update with your Employment Advisor.
- You will have regular, ongoing contact with your Employment Advisor and be engaging in activity every two weeks.

What is our ultimate goal for **You?**

It's simple really. We want you to have the best opportunity to find a job, that you like, and support you in keeping that job and progressing in it. We know it will be tough at times and that is why our service has been developed to understand your needs better and then help you break down those barriers in the best possible way.

Our intention is to give you access to activities, tasks and sessions on a one-to-one or group basis that will enable you to become more employable, but more importantly more confident and enthusiastic about yourself.



Some **Important Information** to help you on your journey.

Online Diagnostic and Skills & Attitudes (**Empro**).

This is a series of questions that will help you understand your current situation a little better. This will then inform the Career Progression Plan and provide a structure and flexible timetable of work and activity for you to complete to move closer to being job-ready.

Career **Progression** Plan.

The Employment Advisor will use the information gathered during their conversations with you and from your Empro session, to create your Career Progression Plan. This will include specific and measureable actions and clear and concise goals. This plan will be continually reviewed and updated throughout your journey, even when you have found a job, to help you keep it.

Discount Card.

Intraining will reward your journey back into work by providing a card that will enable you to receive discounts on purchases for a variety of areas. This card is to reward you for your journey back into work and will be yours for the duration of the programme and beyond.

Getting in **Touch** with Intraining.

We want to ensure you keep in touch with us, we want to talk to you at every stage of the journey and want you to talk to us if you need to, for whatever reason. The number to call is **033 0123 1200**. Open from 9am to 5pm, Monday to Friday.

We're here to Help.

All you need to know about the Work Programme, delivered by Intraining



European Union
European Social Fund
Investing in jobs and skills

Delivering services on behalf of



Department for
Work and Pensions

What is the Work Programme?

The Work Programme is the Government's scheme to help long-term unemployed people back into sustained work. It has been developed to provide a tailored and flexible approach to a wide variety of customers including those on Jobseekers Allowance and Employment and Support Allowance.

At Intraining we are working with Jobcentre Plus to deliver the right service for you, enabling you to complete a journey back into work, finding you the right job that you can keep for a long time.

Work Programme is part funded by the European Social Fund (ESF) and aims to help tackle worklessness, support the most disadvantaged and provide the very best for social inclusion. You will receive information on ESF when you have your first appointment.

Who are Intraining?

Intraining, part of NCG, is one of the largest national training providers in the UK, with a network of over 50 regional offices across England, Scotland, and Wales. We work with a diverse mix of people, ranging from school leavers just starting out on an Apprenticeship to the long-term unemployed who are looking for a job.

Intraining will be responsible for the delivery of Work Programme to you. The Intraining team will be working closely with you, and the employers within your local area, to give you the best chance of finding a job and keeping it.

We have developed a flexible, tailored and innovative approach to getting you back into work and support you to stay in work. We know that you will need dedicated help and support that is tailored to your needs.

Intraining's customer journey Explained.

The diagram gives you a clear view of your journey, but we will explain some of the stages in more detail to help you understand our approach.

At Intraining we need to find out what your individual barriers are and understand the best way to get you motivated and enthusiastic about looking for work and then supporting you once you are in work to keep that job.

In order to deliver the best service we can for all our customers, we have developed a customer journey that you will go through. However this journey will be different for each and every one of you, as it is developed with your needs in mind.

The stages give you a progression route to work against. This helps you understand how far you have travelled and what you need to do next. This is a five stage process that you can move through at the pace that suits you.

Stage 1. invite

Referral to Work Programme

This is your official handover to the Work Programme as part of your agreement with Jobcentre Plus to find work. Intraining (NCG) are the organisation that will be responsible for working with you on your route back into work. You will have spoken to one of our team already, who booked your first appointment with your Employment Advisor.

Stage 2. invigorate

Welcome to Intraining (NCG)

This is your official welcome into the Work Programme from Intraining. You will be sitting down with your Employment Advisor at the first meeting for them to get to know you and for you to get to know them and the Intraining office you're in. You will be shown around the facilities. At this point you will be given your Welcome Pack, which will have all the information you need to start your journey back into work with us. At this stage your Employment Advisor and you will have a better understanding of the next steps, identifying the options you can take up at this stage or whether you are ready to move through to the Inspire or Intensify stages. To finish this stage you will agree a Career Progression Plan that you and your Employment Advisor will go through and then update as you progress.

Stage 3. inspire

Gathering momentum and addressing barriers

At the invigorate stage you have been working closely with your Employment Advisor to understand your barriers and work out the next steps in your personal journey. This stage is about undertaking activities that will enable you to be prepared for going into work. You will be working through all the actions on your Career Progression Plan; going to group sessions or working on one of our e-learning platforms to be read for applying for jobs. You might need some specialist support to help you overcome certain barriers, our Employment Advisors will be with you every step of the way giving you the support and guidance you need.

Stage 5. independence

Our Support doesn't stop

You have now got your job. This is the most critical part for Intraining, as we want you to keep that job and enjoy it. We know how different it can feel to be in work, we are here to help you settle in the best way you can. We also do our very best to work with your new employer. We will look at the job you are doing and assess whether you need further training, and working with your employer we can make this happen. We know this is an important change for you in your life, and we will be able to give you as much advice as we can to keep you motivated and excited.

Stage 4. intensify

Preparing for Employment

Intensify is the stage in which you start to prepare for work. You have got everything you need to be someone that can succeed in the job market. All you need now is more practical and intensive support; it may be through work placements, learning on the job in work environments. It could be more proactive and dedicated work on your CV and job applications, this stage is all about you being 'job-ready'.

