



A guide to

# Employability Services in East Renfrewshire





# Contents

|   |    |
|---|----|
| Introduction  | 4  |
| The Employability Pipeline  | 5  |
| Work EastRen Employability Services                               | 6  |
| Developing the Young Workforce                                    | 12 |
| East Renfrewshire Council - Adult Learning Services               | 13 |
| East Renfrewshire Culture and Leisure Trust - Information Service | 14 |
| Skills Development Scotland                                       | 15 |
| Department for Work and Pensions/ Jobcentre Plus                  | 16 |
| Young Enterprise Scotland   | 17 |
| Scottish Council for Voluntary Organisations                      | 18 |
| Voluntary Action East Renfrewshire                                | 19 |
| ENABLE Scotland   | 20 |
| RAMH Causeway Employability                                       | 22 |
| West College Scotland   | 23 |
| Impact Arts Creative Pathways                                     | 24 |
| Street League   | 25 |
| Barrhead Housing Association                                      | 26 |
| Business Gateway  | 27 |
| Appendix 1: Skills Pipeline Model                                 | 28 |

# Introduction

East Renfrewshire has a wide network of organisations that can support residents on their journey to work. This guide will give you information on the services available and will help you to decide what is the most appropriate for you.

Whether you are looking for: opportunities to gain new skills, help to overcome barriers, support to create a CV and access to local vacancies, or in-work support there is something in this guide for you.

All organisations offer a free, friendly and confidential service designed to identify the support you need to gain employment and as a network we will work in partnership to help you achieve your goals.

# The Employability Pipeline

Most organisations in Scotland now recognise the Employability Pipeline model, which has been developed as a framework to support the effective delivery of employability services. The pipeline is made up of 5 key stages, whereby the needs of the individual are considered in relation to existing soft skills, employability skills and skills requiring development.

Each stage of the pipeline outlines the type of activity required to help progress people into sustainable employment. Training providers and partners will carry out an informal assessment to identify which stage of the pipeline an individual is at and can refer them to the most appropriate programme based on the specific needs of the individual.

## Pipeline Stage:

1

### **Referral/Engagement Activity:**

This pipeline stage is about reaching out to individuals, identifying their needs via a needs assessment and development of an individual Action Plan to help progress them into a positive destination.

---

2

### **Barrier Removal:**

This stage sees a range of partners assessing the initial needs of clients and agreeing key activities to be undertaken with them in order to address any barriers to employment or training.

---

3

### **Vocational Activity:**

Activities include delivering a range of accredited training, employability training for core skills, job search advice, work experience placements, activities to raise awareness of enterprise and entrepreneurship in order to meet the needs of individuals.

---

4

### **Employer Engagement and Job Matching:**

This stage includes activities such as arranging work or volunteer placements with an employer, assisting individuals to secure job vacancies and matching job-ready clients to jobs.

---

5

### **In work support and aftercare:**

Stage 5 activities include supporting individuals to maintain and progress within the workplace.

---

# Work EastRen Employability Services



## *“Are you looking for a career change or new job?”*

Work EastRen is East Renfrewshire Council’s Employability Services and by meeting and registering with us you will be connected to a free service dedicated to supporting you through the journey to work.

Our priority is to help you find a job and we will:

- Meet with you and create an Action Plan based on previous skills, experience and aspirations
- Source any help you may need, including linking to other services in the area
- Help you with your CV, job applications, job search, using computers, preparing for interviews, better off calculations, etc
- Source training you may need
- Advise you of any suitable vacancies
- Provide you with support and assistance even after you have moved into a job
- National Training Programmes (Employability Fund and Modern Apprenticeships).

For further information please contact Work EastRen on:

Tel: **0141 577 8438**

Email: **[worker@eastrenfrewshire.gov.uk](mailto:worker@eastrenfrewshire.gov.uk)**

Pipeline Stage: **1-5**



*We also offer a variety of opportunities to help you increase your skills for employment including:*

## **Employability Fund**



*“Funding that gives people the skills they need”*

The Employability Fund, funded by Skills Development Scotland, provides opportunities for unemployed people to help them find a job. This help can include a number of different things depending on what each person needs, e.g. work experience, pre-employment training, personal development, industry recognised qualifications.

Entry to the programme is dependent on eligibility and depending on your circumstances you may be entitled to a young person’s training allowance of £55 per week or may continue to receive any state benefits you already get.

For further information please contact Work EastRen on:

Tel: **0141 577 8438**

Email: **[worker@eastrenfrewshire.gov.uk](mailto:worker@eastrenfrewshire.gov.uk)**

Pipeline Stage: **2-4**

# Modern Apprenticeships



*“Earn a wage and gain an industry recognised qualification”*

Modern Apprenticeships provide individuals (aged 16+) with the opportunity to work in a paid job while completing workplace training and working towards a nationally recognised qualification.

- Funded places for people aged 16-19
- Training is funded by Skills Development Scotland and the Modern Apprenticeship is a Nationally Recognised Qualification accredited by Scottish Qualifications Authority
- Work EastRen deliver a variety of Modern Apprenticeships and can also refer you to partner organisations for other skill areas.

For further information please contact Work EastRen on:

Tel: **0141 577 8438**

Email: **[worker@eastrenfrewshire.gov.uk](mailto:worker@eastrenfrewshire.gov.uk)**

Pipeline Stage: **3 & 4**



# Community Planning Partnership (CPP) Employability Pipeline

*“Helping you at every stage”*

The CPP Employability Pipeline is part financed by the European Social Fund and will run from 2015-2020.

The aim of CPP Employability Pipeline funded programmes is to provide you with a structured pathway which will provide support, practical help and training as you work towards gaining employment. Throughout the year a number of specially designed courses will run and these will be publicised as they become available. Participation on this programme will be subject to eligibility criteria being met.

For further information please contact Work EastRen on:

Tel: **0141 577 8438**

Email: **[worker@eastrenfrewshire.gov.uk](mailto:worker@eastrenfrewshire.gov.uk)**



**work**EastRen  
EMPLOYABILITY SERVICES

Pipeline Stage: **1-5**



# Employability Support for Businesses



*“Flexible support for businesses recruiting local people”*

We offer a full recruitment service to employers that will assist them in managing their recruitment process from start to finish. We have a database of individuals from East Renfrewshire who are currently looking for employment and in the first instance the vacancy will be promoted to our clients and then advertised through our partner network.

We can also:

- Help you to define and shape the vacancy
- Manage the applications, provide a pre-screening selection service, and arrange interviews – or simply provide a venue for interviews
- Inform unsuccessful candidates.

Once we have helped you recruit the right person for your team, we will also provide a full aftercare service to ensure that your new recruit settles into their role, helping you to grow your business.

Currently funding will be available from 1st April 2016 through Scotland’s Employer Recruitment Incentive which is funded by Skills Development Scotland. Funding will be open to employers in the private or third sector recruiting a young unemployed person aged 16-29 who is facing barriers to employment (eligibility criteria must be met).

We can also provide you with information on any funding opportunities that may be available.

For further information please contact Work EastRen on:

Tel: **0141 577 8438**

Email: **[worker@eastrenfrewshire.gov.uk](mailto:worker@eastrenfrewshire.gov.uk)**

Pipeline Stage: **4 & 5**

# Working Matters – City Deal

*“Tailored support for long term success”*

Working Matters is a programme which provides support to individuals who are:

- Employment Support Allowance claimants and
- have completed 2 years on the Work Programme and
- have not secured employment.

You will be supported by meeting with a Client Advisor on a regular basis who will deliver tailored support to help you gain sustained employment. Support will also be provided for the first 6 months once you start your new job.

To apply for this programme you should contact your Job CentrePlus Adviser who will confirm your eligibility for the programme.

For further information please contact Work EastRen on:

Tel: **0141 577 8438**

Email: **[worker@eastrenfrewshire.gov.uk](mailto:worker@eastrenfrewshire.gov.uk)**

Pipeline Stage: **1-5**



# Developing the Young Workforce



Developing the Young Workforce is a 7 year programme that aims to prepare young people for the world of work and reduce youth unemployment by 40% by 2021. The strategy focuses on the development of skills for work, as well as life and learning for all young people.

People aged between 16-19 will have the opportunity to undertake a formal activity agreement that will help them become ready for formal learning or employment. Activity agreements provide an individualised package of learning for young people who may have disengaged from mainstream learning. One to one support will be provided by an Activity Agreement Coach who will support participant's personal development. Once an agreement has been signed the young person can apply for an Education Maintenance Allowance (EMA), an EMA is means tested and eligibility will depend on household income.

Developing the Young Workforce brings together schools, colleges, training providers and employers to ensure that young people are prepared for the World of Work by having access to careers information, high quality work related opportunities and the option of gaining vocational qualifications in school.

To keep up to date with the latest information on the Developing Young Workforce Programme please email [youngworkforce@scotland.gsi.gov.uk](mailto:youngworkforce@scotland.gsi.gov.uk) to be added to our mailing list and follow [@MYPYB on Twitter](#) [#youngworkforce](#)

For further information please contact:

Tel: **0141 577 3277**

Pipeline Stage: **1**



# East Renfrewshire Council – Adult Learning Services

## *“Life is a Learning Process”*

East Renfrewshire’s Adult Learning Service offers courses of learning for adults, 16+, across a variety of core skills including computing, personal development and communication skills.

We provide a range of courses, information and support in relation to the skills and knowledge required to search and apply for work. All courses are tailored to meet individual needs and support progression.

A member of the Adult Learning team will arrange a meeting with you at a time and date that suits you to discuss your needs and goals. You will have an opportunity to create a tailored Individual Learning Plan which is reviewed regularly to support you on your learning journey.

Courses include:

- Introduction to Computers
- Online Skills for Work
- Personal Development
- Making Your CV Work for You
- Create and Manage an E-mail Account
- Using Universal Jobmatch
- SQA Employability, Communications and Numeracy
- Adult Literacies
- ESOL (English for Speakers of Other Languages).

To find out more contact:

Tel: **0141 577 3536 / 0800 052 0239**

Email: **[adult.learning@eastrenfrewshire.gov.uk](mailto:adult.learning@eastrenfrewshire.gov.uk)**

Pipeline Stage: **1 & 2**



## East Renfrewshire Culture and Leisure – Library and Information Service

east renfrewshire  
**CULTURE  
and  
LEISURE**

East Renfrewshire Libraries sit at the heart of the community. We promote reading, support learning, encourage creativity, and provide safe, welcoming spaces where people can meet and relax.

If you are looking for work and need support to get online your local library is a great place to start.

What's on offer:

- free access to computers and the internet
- knowledgeable and friendly staff who can help you to use the computers, set-up email accounts and get online
- free wi-fi
- books to help improve your reading and language skills, help you write your C.V. and pass that all important interview
- books in a range of community languages
- details of local agencies who can offer you additional support.

If you would like to improve your computer skills we offer a range of classes to support your learning. Sign up for an I.T. Information Session at any East Renfrewshire Library and friendly staff will talk to you about which class would suit you best.

We offer:

- free introductory computing courses covering mouse and keyboard skills, basic internet, basic tablet and ipad, email and word-processing skills
- free access to Atomic Learning, an online learning tool offering access to thousands of short videos covering more than 500 of today's most popular computer software applications including Word, Excel and Powerpoint. In addition to software Atomic also offers 'How to' videos for your mobile device and even hints and tips to develop your employability skills.

For further information please contact:

Tel: **0141 577 4972/ 4976**

Email: **libraries@ercultureandleisure.org**

Web: **www.ercultureandleisure.org**

Facebook.com/ERCultureandLeisure

Twitter.com/ERCL4

Pipeline Stage: **3**

*“Helping people make those all important decisions”*

Skills Development Scotland (SDS) is the national skills body supporting the people and businesses of Scotland to develop and apply their skills. SDS are working with young people and adults in East Renfrewshire to help them make those all-important decisions. Qualified staff are on hand at our local centre in the Barrhead Foundry to help you with free advice.

SDS delivers face-to-face career information, advice and guidance in schools and SDS centres, as well as support through a contact centre and a dynamic web service My World of Work.

The support we provide includes:

- Certificate of Work Readiness
- Employability Fund
- Individual Learning Accounts
- PACE redundancy support
- Modern Apprenticeships.

A Modern Apprenticeship is all about learning and earning at the same time, it offers practical experience as part of a structured training programme. In the past, apprenticeships were mostly in the trades, but today there are over 80 types of apprenticeship – covering everything from financial services to science.

For more information on any of SDS's services please contact:

Tel: **0800 917 8000**

Email: **<https://www.skillsdevelopmentscotland.co.uk/contact-us/>**

Or visit our careers centre located at the **Barrhead Foundry.**

Pipeline Stage: **2-4 & 5**

# Department for Work and Pensions/Jobcentre Plus



*“Supporting you through the journey to work”*

We are primarily associated with supporting people receiving Jobseekers Allowance, however we also provide support to those in receipt of Employment Support Allowance, Income Support, Carers Allowance and from February 2016 Universal Credit. Our main aim is to support people back to work and support them on their journey to a positive destination.

Our Work Coaches are available to support, guide and refer to relevant local provision and we are working in close partnership with East Renfrewshire Council to enable eligible clients to access Voluntary Sector Opportunities through the flexible support project.

Job Centre plus has a number of programmes to help you find work. JCP advisors can provide information on many of the following support services available in East Renfrewshire:

- Health and Employability support
- New Enterprise Allowance
- Sector Based Work Academies
- Support Contract
- Work Experience.

We have many of the local services available for access within the Jobcentre and also deliver group sessions covering many subjects that inform and upskill all who participate.

For further information please contact:

Tel: **0141 800 2132**

Visit: **[www.dwp.gov.uk](http://www.dwp.gov.uk)**

Pipeline Stage: **1-5**

# Young Enterprise Scotland



*“Combining practical experience with personal development”*

Young Enterprise Scotland (YES) is a social enterprise with over 40 years’ experience of enterprise engagement with young people. Operating from our Centre in Rouken Glen Park and Hair and Beauty Centre in Barrhead we deliver the pathways programme. By learning through doing our programmes help each individual fulfil their potential, recognise their abilities and build confidence.

The pathway programmes deliver SQA qualifications, vocational awards, volunteering accreditations and internal certifications. Programmes run for up to 10 weeks with the offer of ongoing mentoring support. Individuals on pathways programme must be aged 16-30 and either unemployed, a care leaver, ex offender or disadvantaged in some other way.

From February 2016 the following courses will run:

- Pathway into Hair & Beauty
- Pathway into Construction and Landscaping
- More programmes to follow throughout the year.

For further details contact YES on:

Tel: **0141 638 3576**

Email: **Maxine.McFarlane@yes.org.uk**

Facebook: **<https://www.facebook.com/YoungEnterpriseScotland>**

Website: **<http://www.yes.org.uk/what-we-do/pathway-programmes.htm>**

Pipeline Stage: **2 & 3**



# Scottish Council for Voluntary Organisations



Community Jobs Scotland (CJS) was designed and developed in partnership between SCVO and the Scottish Government to support vulnerable young people into sustainable employment through providing meaningful paid employment. SCVO work with a wide range of third sector organisations to create a variety of jobs across a range of different sectors throughout Scotland. These include; green jobs, retail, sport, social care, hospitality, digital and administration.

Placements are aimed towards people aged 16- 29 who are unemployed and not on the Work Programme, Work Choice or Community Work Placements. Specific consideration is given to carers, care leavers, people with a conviction, people with a disability and military early service leavers.

Employers will commit to providing:

- A high quality support system,
- On the job training,
- Support and supervision,
- Job search support
- Ongoing focus on assisting the young person into sustainable employment.

All jobs offer a minimum of 25 hours paid work per week and pay at least the National Minimum Wage, although employers are encouraged to offer more hours and pay the Living Wage.

For further information please contact:

Email: **[Communityjobscotland@scvo.org.uk](mailto:Communityjobscotland@scvo.org.uk)**

Phone: **0131 474 8000**

Twitter: **@\_cjs\_**

Pipeline Stage: **4**



# Voluntary Action East Renfrewshire

*“Supporting people to gain new experience and skills through volunteer placements”*



Voluntary Action East Renfrewshire (VAER) is the Third Sector Interface (TSI) for East Renfrewshire. VAER are part of a national network of voluntary organisations whose ambition is to connect volunteering opportunities and support social enterprise activity.

## Volunteering and Volunteer Development

This is a flexible service offering people the opportunity to gain new skills, refresh existing skills and keep active and involved in their choice area of volunteering. Through our large network we are able to offer a wide range of placements from an array of organisations ranging from the traditional charity shop to working with animals and children.

Our service offers the opportunity for people to try out new things, develop skills and build experience for CV development.

Pipeline Stage: **1-3 & 5**

## SALTIRE

The Saltire Awards are designed to formally recognise the commitment and contribution of young people volunteering in Scotland. The Saltire Awards enable volunteers aged 12-25 to gain new skills and practical experience through volunteering placements provided by local and national voluntary agencies. Supported by the Scottish Government, Saltire Awards are split in to four sections and achievement is recognised in the form of Saltire Award certificates and Young Scot reward points.

This is a flexible programme for young people aged 12 – 25 and delivered as part of our core volunteering development support programme.

For further information please contact:

Tel: **0141 876 9555**

Email: **reception@va-er.org.uk**

Pipeline Stage: **1-3**

*“Leading the way in learning disability”*

## Employability Fund

ENABLE Scotland’s Employability Fund is aimed at learners who have learning disabilities or difficulties and is designed to support them to develop the skills and experience necessary to get job ready.

ENABLE will help you to develop the core skills required to make a successful transition and help address any potential barriers that may be faced in the search for sustainable employment, moving to other forms of training or entering Further Education.

We will help people understand and investigate the world of work by helping:

- support individuals to make realistic career choices and goals
- assist them to develop a CV and attend mock interviews,
- learn about personal presentation
- develop effective communication skills.

You will gain interpersonal skills in communication and team building through organised workshops, work placements and on our community impact projects. The experience and skills that participants gain are transferable across a variety of jobs.

For further information please contact:

Tel: **0300 0200 101**

Email: **[enabledirect@enable.org.uk](mailto:enabledirect@enable.org.uk)**

Pipeline Stage: **2-3**

## Employment Academy for Supported Training (EAST)

*Are you 16 and over and live in East Renfrewshire?*

*Do you have a learning disability?*

*Do you want to get a job?*

*And would you like some help finding a job?*

If you answered Yes to all of the above you might be interested in ENABLE Scotland's EAST project.

EAST, funded by the Big Lottery, works with people who have learning disabilities and helps them find work by supporting them to decide what they want to do, how to get a job and how to do it well.

EAST project staff can help you set goals and overcome things that might stop you from getting a job. They can help you gain skills and confidence and support you towards the job you want. They can also help you when you have a job to make sure that you are supported and able to do your job well.

If you are interested in finding out more about the EAST project, please contact us:

Tel: **0300 0200 101**

Email: **[east@enable.org.uk](mailto:east@enable.org.uk)**

Pipeline Stage: **1-5**



# RAMH Causeway Employability



*“Improving mental health  
and promoting wellbeing”*

RAMH Causeway Employability have been delivering mental health employability services in East Renfrewshire since 2000. RAMH Employability Support offers support for individuals aged 16 – 64 who are experiencing mental health problems, to focus on improving and developing their skills and experience to increase opportunities for employment. If you are in work, looking for support to find work for the first time or are thinking about further education, training or volunteering, we offer a range of supports to help you achieve your goals.

RAMH Employability Support provides:

- Employability focused groups covering job search and application skills,
- CV preparation and interview skills
- Confidence building and anxiety management
- Signposting for appropriate additional supports.

Anyone can be referred to Causeway Employability, all that is required is for someone to identify that they are looking to improve their mental health and achieve an employability outcome, no diagnosis required. We can also support people individually working on job and provide personal plans to support service users to achieve their goals.

For further information:

Tel: **0141 881 8811**

Email: **[enquiries@ramh.org](mailto:enquiries@ramh.org)**

website: **<http://ramh.org/>**

Facebook: **<https://www.facebook.com/ramh.org/>**

Pipeline Stage: **1-3 & 5**



## West College Scotland



*“Get work ready”*

West College Scotland has devised a series of Employability courses which aim to help people develop the skills needed to secure a job, or progress to more advanced forms of training. Courses are available in five different areas and each has a strong focus on work experience. The courses respond to individual needs, adapt to local employer demand and provide candidates with certification to demonstrate achievement.

Employability courses are open to everyone and cover a wide range of skill areas:

- Construction candidates will work in a variety of workshops including bricklaying, decorative painting, carpentry and joinery and plumbing
- Hospitality candidates will receive Health and Safety training and learn about food preparation techniques
- Motor Vehicle candidates will learn in industry standard workshops and learn about Motor Vehicle Engineering
- Health and Social Care candidates will learn First Aid and work towards their National 4 qualification in health
- Hairdressing candidates will learn about the theoretical and practical skills involved in hairdressing.

For more information please contact:

Tel: **0141 951 7563**

Email: **info@wcs.ac.uk**

Pipeline Stage: **3 & 4**

# Impact Arts Creative Pathways



*“Building skills and confidence creatively”*

Established in 1994, Impact Arts is a forward-thinking community arts organisation which uses the arts and creativity to enable and empower social change. Creative Pathways is our creative employability programme. It is aimed at people aged 16-24 who were not previously involved in education, employment or training. Through the programme, young people are engaged full-time with tutors to build confidence and attain new skills.

Creative Pathways helps young people:

- Cope with routine
- Get back into work or education
- Find work in the creative sector
- Improve quality of life
- Gain a qualification (Impact Arts is SQA and Arts Award accredited).

Creative programmes include: Product Design, Fashion and Theatre Arts, and are all SQA/Arts Awards accredited. After participating in the pathways programme more than 80% of our young people move into further education, jobs or training.

For further information please contact:

Tel: **01294 273 051/ 0141 575 3001**

Email: **mail@impactarts.co.uk**

**www.impactarts.co.uk**

**www.twitter.com/impact\_arts**

**www.facebook.com/impactartsofficial**

Pipeline Stage: **2-3**

# Street League

*“Changing lives through football”*



Street League uses the power of football to attract unemployed people aged 16 to 24 onto its Academy programme. The programme combines a mixture of sports, football and fitness activities with skills development workshops that will help progress participants towards employment.

At the Academy, participants will develop key employability skills and acquire nationally recognised qualifications. Participants will complete daily job searches, attend working groups and undergo mock interviews, as well as playing football every day!

As part of the programme, participants also join real employers for work experience placements, which last between four and eight weeks, in order to prepare them for the world of work. These placements are for 20 hours per week and are available in a variety of sectors.

For further information please contact:

Tel: **07887530522**

Email: **info@streetleague.co.uk**

Pipeline Stage: **4**





## Barrhead Housing Association

Barrhead Housing Association is committed to working with the community to provide training opportunities and facilitate college work placements. The association can provide training and work experience placements for students studying a range of subjects including Housing, Business Admin, I.T, Quantity Surveying and Architecture and will try to accommodate other suitable disciplines.

The association can host:

- Modern Apprenticeships
- HNC/ SVQ students
- Internships
- Work Experience Placements.

We also work in partnership with Impact arts on their Creative Pathway Plus programme for 16 – 25 year olds. This is a full time 8-12 week programme that helps individuals develop retail and customer service skills. Participants will work on set projects that will provide opportunities for team building and personal development.

To discuss any opportunities with the Association contact:

Phone: **0141 881 0638**

Email: **enquiries@barrheadha.org**

Pipeline Stage: **3**





## Business Gateway



### *“Advice on how to grow your business or become self-employed”*

Business Gateway East Renfrewshire provides quality, practical advice to new and existing businesses in East Renfrewshire. Whether you are an established business or an individual thinking about starting a business or becoming self-employed, then Business Gateway East Renfrewshire has something to offer.

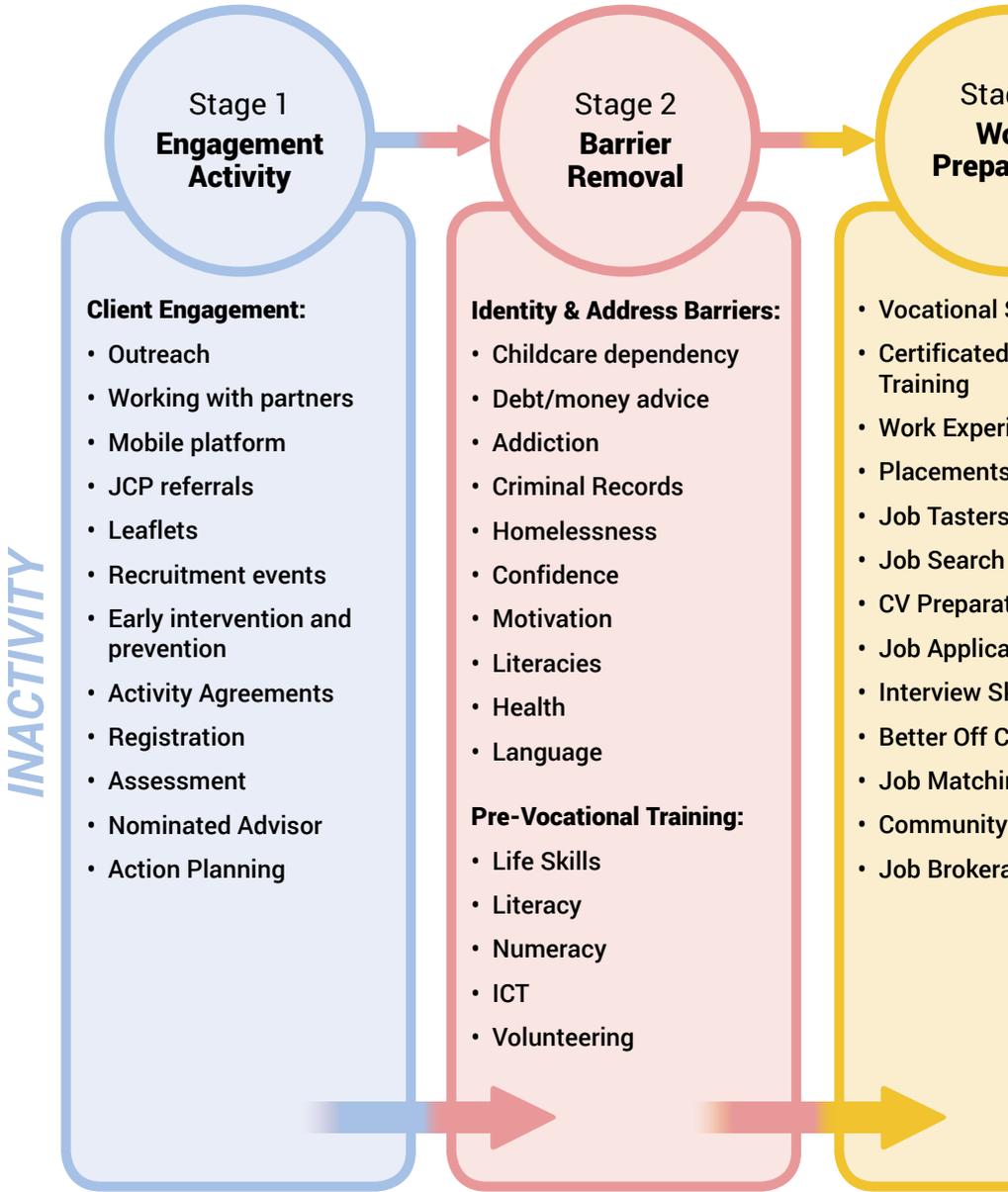
Support on offer includes:

- A team of business advisers with a broad range of experience and expertise who can assist those at the critical stage of start up
- A range of workshops ranging from Business Start Up Awareness sessions covering the basics of starting up in business, to practical skills workshops, covering specific subjects such as business planning, marketing, social media for business, financial management and e-commerce
- The provision of information on public sector sources of business support. This could include access to finance, including loan funding, grant support, employer incentives, mentoring and networking opportunities.

To access any of the above support or to find out more, call the local Business Gateway office on 0141 530 5314 or visit [www.bgateway.com/local-offices/east-renfrewshire](http://www.bgateway.com/local-offices/east-renfrewshire)

Pipeline Stage: **1, 3 & 4**

# Appendix A Skills Pipeline Model

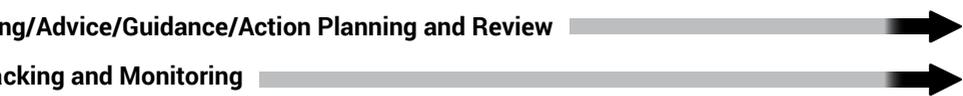


← At each stage: Assessment/Key Working/Coaching

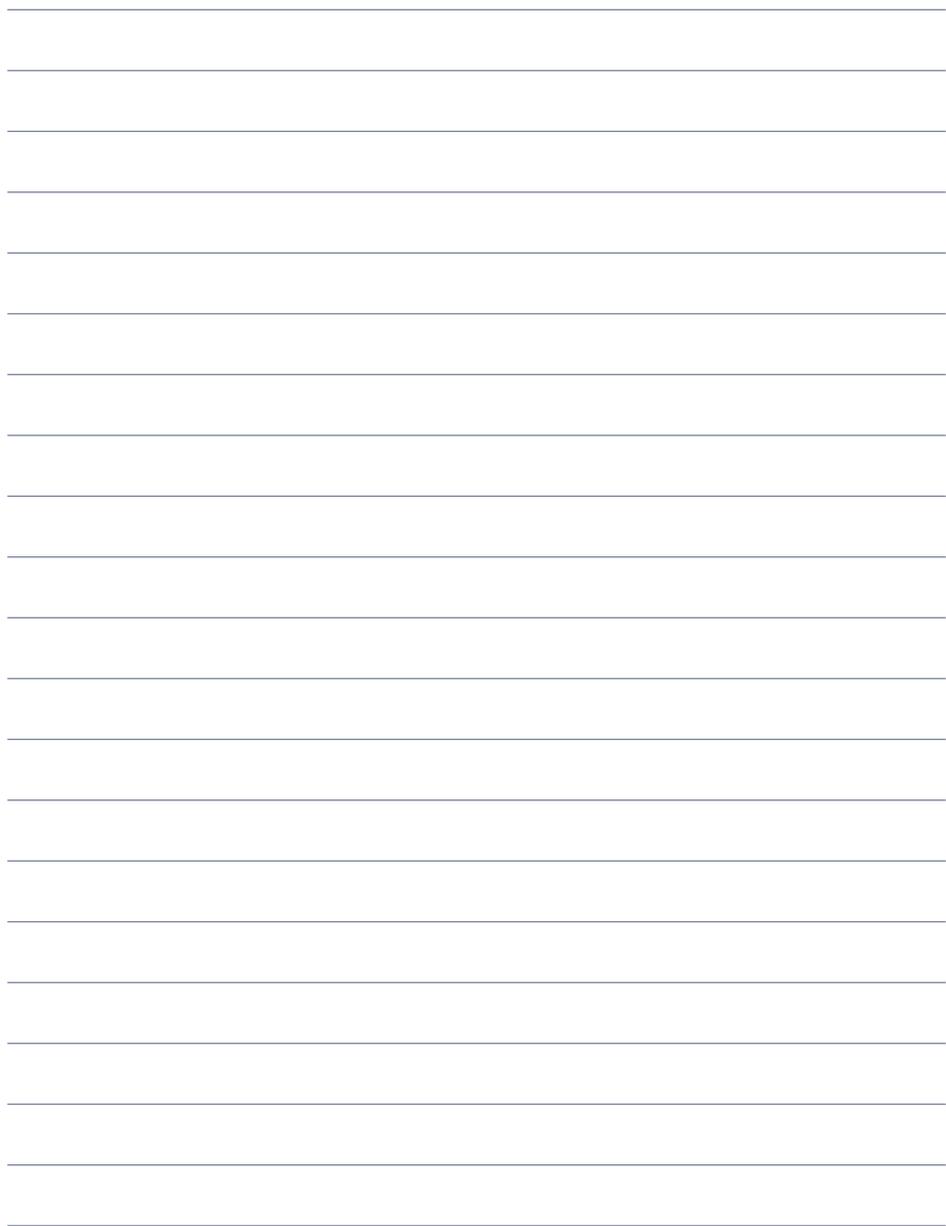
← Client Paperwork, Training



*SUSTAINED EMPLOYMENT*









**work** EastRen  
EMPLOYABILITY SERVICES

[worker@eastrenfrewshire.gov.uk](mailto:worker@eastrenfrewshire.gov.uk)