

## TRAIN TO GAIN AND THE THIRD SECTOR

Opportunities for the third sector to access support for training and developing paid staff and volunteers



## INTRODUCTION

The Government defines the third sector as consisting of non-governmental organisations that are value-driven and that principally reinvest their surpluses to further social, environmental or cultural objectives.

The third sector includes voluntary and community organisations, charities, social enterprises, co-operatives and mutuals.

Many people work and volunteer in the third sector. The National Council for Voluntary Organisations *UK Voluntary Sector Almanac 2007* shows that there are 611,000 paid workers in the UK voluntary sector, as well as an estimated 11 million volunteers. Recent figures also suggest that, every year, the sector contributes £7 billion to UK GDP and £25 billion to society overall.



Third sector organisations want to provide high-quality, accessible and appropriate services to their clients and communities. The skills of their workforce – both paid staff and volunteers

– are a critical component of ensuring success, so access to appropriate and affordable development opportunities is a priority. It is through these opportunities that the sector will deliver the social and economic prosperity that the Government aspires to for individuals and their communities.

One important source of support is the Train to Gain service from the Learning and Skills Council (LSC). It has always been available to third sector organisations for their paid workforce, but has recently been extended to volunteers as well. This will provide real opportunities for third sector employers to access support, advice and (in some cases) funding to boost the development of their paid and unpaid workforce.

David Lammy, Minister for Skills at the Department for Innovation, Universities and Skills, is delighted with this extension because it will allow third sector organisations to reach further into the heart of communities, both as providers of highly skilled services and as advocates of people who are often a long way from learning and skills.

“The third sector supports individuals by giving them opportunities to volunteer and build their confidence in the workplace,” says David Lammy. “Train to Gain will now cover those volunteers and, in this way, we can support the sector, the individual and the community around them.”

And Phil Hope, Minister for the Third Sector, has said: “Getting the right skills in the right place is crucial to the success of the third sector in delivering to communities. I know that the third sector will embrace any support that better enables it to meet its challenges. I am delighted that the Train to Gain service now includes volunteers.”

This guide is an excellent way for third sector employers to understand the real relevance and value of Train to Gain. I hope it will be helpful to employers, employees, training providers and anyone else who supports and advises third sector organisations as they strive to meet the aspirations of their clients – particularly those who are currently not connected to either the education system or the labour market.

A handwritten signature in black ink that reads "Shirley Cramer". The signature is written in a cursive style.

Shirley Cramer  
Chair, Third Sector Advisory Group  
National Council member, LSC



## WHAT IS TRAIN TO GAIN?

**Train to Gain is the Government's flagship service to support employers in England (of all sizes and in all sectors – including the third sector) to improve the skills of their employees. Managed by the LSC, the service aims to encourage all employers and individuals to understand and value the benefits that learning and skills can bring, and invest appropriately.**

**Train to Gain provides specialist advice on training and skills needs, tailored for each employer.**

### **How does it work?**

All employers need to do is ring the telephone number on the back cover of this brochure, and a skills broker will visit them at no cost and at a time that suits them. The skills broker will be able to provide impartial advice, and will work with the employer to find the best training solutions for a whole range of skills levels – from basic numeracy and literacy courses right through to higher education, leadership training and management skills.

Skills brokers can help to source any potential funding that might be available, and can take on some of the time-consuming tasks such as finding suitable training providers. Employers are freed up to manage their usual day-to-day business issues.

## WHY USE TRAIN TO GAIN?

**Train to Gain is a commitment by employers and government to jointly invest in training.**

In return, Train to Gain will give employers access to:

- quality-assured advice on identifying skills needs at all levels, from skills brokers and training providers with expertise in the relevant area of business;
- help with identifying and sourcing high-quality training and qualifications that will meet those skills needs; and
- an expert who will pull together a skills solution package that may include government training subsidies.

## VOLUNTEERS AND TRAIN TO GAIN

**The inclusion of volunteers in Train to Gain means that:**

- volunteers are now included in the organisational training needs analysis (and in the resulting training plan) if their role directly contributes to meeting the objectives of your organisation; and
- training for volunteers now attracts the same subsidies as apply to paid employees – except for contributions to wage costs and Apprenticeships, which only apply to paid employees.

Any volunteer within an organisation can be covered by Train to Gain, regardless of the number of hours spent volunteering.

Volunteers who work in organisations outside the third sector (e.g. in the health service or the leisure industry) are also covered by Train to Gain.



## PRE-EMPLOYMENT TRAINING

People from priority unemployed groups (e.g. the long-term unemployed and lone parents) who get work are also now eligible for Train to Gain through local employment partnerships.

More information is available by ringing the contact number on the back cover or by visiting Jobcentre Plus.



A full Level 2 qualification is the equivalent of five GCSE passes at grades A\*–C, or a National Vocational Qualification (NVQ) 2, for example:

- a National Open College Network Diploma for progression;
- an NVQ Level 2 in Advice and Guidance Support; or
- a Certificate for Information Technology Users.

A full Level 3 is the equivalent of two A-level passes or an NVQ 3, for example:

- an NVQ 3 in Health and Social Care; or
- an NVQ 3 in Community Development Work.

## FINANCIAL SUPPORT FOR TRAINING AND DEVELOPMENT

Once a training and development plan has been agreed, skills brokers can help with sourcing funding where this is available. Government funding is available for the priority skills needs outlined below.

Note that this is only intended to be a guide. In some areas, additional subsidised training may be provided (e.g. through the European Social Fund). Details of the funding available should be checked with your skills broker.

<b>Skills for Life</b>	At Levels 1 and 2, now offered as stand-alone fully subsidised (with some exceptions – e.g. English for speakers of other languages)
<b>First full Level 2</b>	Fully subsidised
<b>Second Level 2</b>	Fully subsidised for some people (e.g. lone parents and those on incapacity benefit) as they move into employment. Available mainly through local employment partnerships (as detailed opposite)
<b>Full Level 3</b>	Fully subsidised if a Level 2 qualification is not held. Where a Level 2 qualification is held, part subsidy of 57.5 per cent in 2008/09, 52.5 per cent in 2009/10, and 50 per cent in 2010/11
<b>Apprenticeships (19–25)</b>	Includes key skills, technical skills and Level 2 and Level 3 qualifications. Part-subsidised
<b>Leadership and management</b>	Offered to leaders and managers of organisations employing between 10 and 250 employees, including volunteers. Part-subsidy of up to £1,000, with a contribution from the employer
<b>Higher education (Level 4 and above)</b>	Skills brokers route people (as appropriate) to relevant higher education institutions to meet identified employer needs. Subsidy depends on funding from higher education institutions

Contributions to wage costs are available to employers with fewer than 50 full-time equivalent employees, and that have eligible learners engaged in Skills for Life, their first full Level 2 qualification or Level 3 training. The contribution will be up to a maximum of 70 hours of training per employee during their normal working hours, and is paid at either a flat rate of £5 per hour or at the learner's actual hourly rate of pay. Contributions to wage costs do not apply to volunteers.

## LEADERSHIP AND MANAGEMENT

**Support for leadership and management training and development is also available through Train to Gain. This helps employers to recognise the value and importance of leadership, and aims to improve skills at the top of organisations through informal training (such as coaching and mentoring) or through working towards a qualification.**

A specialist adviser works with a key owner or manager to help them to develop a personal development plan that clearly identifies their leadership training and development needs.

If you are eligible, you will receive free advice and up to £1,000 in funding. The first £500 is without condition and the second £500 should be match-funded by the employer.



## BECOMING A TRAIN TO GAIN PROVIDER

**At the time of writing, a number of third sector training providers are already delivering Train to Gain provision.**

LSC procurement for mainstream funded programmes takes place once a year – details can be found at [www.lsc.gov.uk/providers/provider-procurement](http://www.lsc.gov.uk/providers/provider-procurement). However, as a demand-led service, Train to Gain is able to engage new providers at any time. New providers can either join through the Train to Gain Response Fund or be taken on by an existing accredited provider as a sub-contractor.

More details of the Train to Gain Response Fund and other detailed funding guidance for Train to Gain can be found at [www.lsc.gov.uk/providers/funding-policy/demand-led-funding](http://www.lsc.gov.uk/providers/funding-policy/demand-led-funding).



## HOW TRAIN TO GAIN IS WORKING IN THE THIRD SECTOR

### Train to Gain provides valuable training for staff at homeless shelter

**More than 200 homeless and vulnerable people pass through the doors of St George's Crypt in Leeds each day, so finding time to prioritise extra training for staff was difficult – until the organisation sought help from Train to Gain.**

St George's Crypt has been a charity since 1930. Today it employs 45 staff, who together provide day-care facilities and night shelter for the homeless.

The charity recognises the need for staff development and has a small budget for it, but as Fundraising and PR Director Martin Patterson explains, finding the time to source and schedule staff training is a problem.

"We aim to provide useful and relevant training opportunities for our staff, but often, because of the intensity of the day-to-day workings of a very busy shelter, we simply do not have time to identify training needs."

Mr Patterson was put in touch with Sarah Criddle, Skills Broker for Leeds and Bradford, who explained that St George's Crypt could

qualify for funded NVQ training, which would be sourced and organised on their behalf.

Sarah says: "As with many busy organisations, St George's Crypt does not have the extra time needed to source training. Because it is a charity, cost is also important."

"Train to Gain can be helpful to organisations in this position, because it provides experts to source the right training. They also ensure that it is delivered in a useful and timely way, and investigate whether the organisation can apply for funding," she adds.

Six St George's Crypt staff are now studying for qualifications at NVQ Levels 2 and 3 in a variety of areas, including customer care, retail and IT.

Mr Patterson says: "The Train to Gain service has enabled us to move the issue of staff training up the priority list, and we hope that this is just the beginning for us. With so many different types of training required here, this service is invaluable to us."



## Advocacy West Lancs benefits from Lancashire Leaders training and development

**Advocacy West Lancs is a non-profit organisation established in 1994. The charity provides representation and support to any member of the community who experiences difficulties in getting their message across when communicating with healthcare services, social services, or other statutory services.**

The charity targets those who are vulnerable due to physical or mental illness, disability or frailty.

Pamela Ball, Chief Executive of Advocacy West Lancs, was introduced to Lancashire Leaders, a programme that offers training and support to managing directors in Lancashire, with up to £1,000 available to fund learning solutions.

Originally from America, Pamela wanted to take the opportunity to develop her awareness of UK management processes – particularly for financial management – and also to gain a British management

qualification. While Pamela had already spent many hours undertaking training during her 20 years in management, the opportunities presented to her through Lancashire Leaders would not otherwise have been possible in a non-profit organisation.

By using a diagnostic tool called ASSESS, it was possible to identify Pamela's main goals and to produce a development plan that identified specific training and networking opportunities.

Through the programme, Pamela was offered funding to undertake an Institute of Leadership and Management qualification that built on her existing skills and knowledge of management, while helping her to develop new and innovative methods.

Pamela also took advantage of the chance to build networks with other managers by taking part in various workshops and networking events organised by the Lancashire Leaders programme.

Following her training and development, Pamela now feels more confident – not just in her skills as a manager, but in dealing with her board of directors. By putting into practice the tools and learning that she had picked up thanks to the Lancashire Leaders programme, she has been able to lead her organisation through a strategic evaluation process.

Pamela says: "This development programme afforded me a unique opportunity to obtain intensive one-to-one support as well as classroom and lecture training. The combination created a total package that enabled me not only to meet my development goals, but also to effect real strategic and structural improvements in my organisation. I would recommend the programme to other managers unreservedly!"

## HOW TO FIND OUT MORE

### **Train to Gain**

**0800 015 55 45** or [www.traintogain.gov.uk](http://www.traintogain.gov.uk)

### **Apprenticeships**

**08000 150 400** or [www.apprenticeships.org.uk](http://www.apprenticeships.org.uk)

### **Local employment partnerships**

**0845 600 8192** or [www.jobcentreplus.gov.uk/up](http://www.jobcentreplus.gov.uk/up)

These programmes and services apply to organisations based in England. Information for the other three home nations is available from the following.

### **Scotland**

learnirect Scotland for Business **08456 000 111**

### **Northern Ireland**

The Employment Service **0800 328 91 35**

### **Wales**

Skills, People, Success **0845 60 66160**

The UK third sector **Workforce Hub** can provide general information on employment and workforce development in the third sector: [www.ukworkforcehub.org.uk](http://www.ukworkforcehub.org.uk)

Please address any queries to [traintogain@lsc.gov.uk](mailto:traintogain@lsc.gov.uk)