

# Orkney Employability Provision

The Orkney Local Employability Partnership has reviewed and updated the local Employability Pipeline and produced the following document to detail local employability provision and providers at each stage of the Employability Pipeline.

The document has two main purposes:

- Firstly, the information within this document will be reviewed and analysed by the Local Employability Partnership to identify areas of strength, overlap, gaps, and areas to enhance the local provision. This will support a more streamlined and collaborative approach to service planning and delivery and ensure that local provision meets local needs.
- Secondly, this document can be used by partners and individuals to identify which delivery partners provide services at each stage of the pipeline and support individuals to engage with the right support at the right time to meet their needs.

Although the document illustrates a linear progression across the Pipeline it must be recognised that individuals can engage with support at any point within the pipeline and progress through different stages in a way that suits their personal needs and circumstances.

## Introduction

# Orkney Employability Provision

## Services

### Stage 1: Referral, Engagement & Assessment

Reaching out to individuals and supporting them to connect to regular activity, positive routines and contact with relevant support.

#### Examples of activities:

- Outreach activities
- Development of an individual plan
- Consistent engagement

**Client Status:**  
**Not Job Ready**

### Stage 2: Needs Assessment & Barrier Removal

A range of partners working with individual to assess initial support needs and agreement of activities to be undertaken to meet these and address potential barriers to employment/training.

#### Examples of activities:

- Confidence building
- Careers advice
- Health & wellbeing support
- Financial management support

**Client Status:**  
**Not Job Ready**

### Stage 3: Vocational Activity

Delivery of accredited training, employability training, core skills, job search, activities and advice on enterprise and entrepreneurship to meet the needs of the individuals.

#### Examples of activities:

- Vocational training
- Work experience
- Volunteering
- Supported placements

**Client Status:**  
**Job Ready**

### Stage 4: Employer Engagement & Job Matching

Arranging work/volunteering placements with employers, assisting individuals to secure job vacancies and matching job ready individuals to jobs.

#### Examples of activities:

- Employer engagement
- Job search support
- Job brokering
- Self-employment support

**Client Status:**  
**Job Ready**

### Stage 5: In-work Support & Aftercare

Supporting individuals to maintain and progress within the workplace.

#### Examples of activities:

- MA/GA
- Supported employment
- In-work training opportunities
- Redundancy support

**Client Status:**  
**Job Ready**

# Key:

Developing the Young Workforce

Employability Orkney

Jobcentre Plus

Learning Disability Employment Support

Lifestyles Centre

OIC CLD Employability Support

Orkney Blide Trust

Orkney College UHI

Skills Development Scotland

The Connect Project

Voluntary Action Orkney

Referral, Engagement & Assessment

Needs Assessment and Barrier Removal

Vocational Activity

Employer Engagement and Job Matching

In-work Support and Aftercare



# Glossary

## B

- BCS - British Computer Society
- BIIAB - British Institute of Inkeeping Awarding Body

## C

- CMS - Career Management Skills
- CPD - Career Development Plan

## D

- DYW - Developing the Young Workforce

## E

- ECDL - European Computer Driving Licence
- EF - Employability Fund
- ERI - Employer Recruitment Incentive
- EW - Employability Workshop

## F

- FT - Future Tracks

## G

- GA - Graduate Apprenticeship

## H

- HSE - Health and Safety Executive

## I

- ILP - Independent Learning Plan
- IOSH - Institution of Occupational Safety and Health

## M

- MA - Modern Apprenticeship
- MCA - Maritime and Coastguard Agency

## N

- NAPIT - National Association of Professional Inspectors and Testers

## P

- PACE - Partnership Action for Continuing Employment
- PAT - Portable Appliance Testing
- PESF - Parent Employability Support Fund
- P to I - Pathways to Independence

## R

- REHIS - Royal Environmental Health Institute of Scotland
- RYA - Royal Yachting Association

## S

- SDS - Skills Development Scotland
- SEAL - Social Emotional Aspects of Learning

## V

- VAO - Voluntary Action Orkney

## W

- WOW - World of Work

# Services



## Developing the Young Workforce Orkney

- Universal Service
- Young people aged 16-24

### Stage 1

Referral, Engagement & Assessment

### Stage 2

Needs Assessment & Barrier Removal

### Stage 3

Vocational Activity

- DYW School Co-ordinators work with schools to identify and deliver accredited courses related to skills development.
- Promotion of vocational activities/opportunities through social media, local media campaigns and events.
- Promotion of local and national college courses, in-job training and apprenticeship opportunities.
- Development and delivery of 'Planning for the Future' in partnership with Skills Development Scotland. This helps young people identify their skills and develop the tools to write a CV, complete an application form, and prepare for an interview. Delivered face-to-face in schools to targeted pupils, with resources available online for individuals who have left school.

### Stage 4

Employer Engagement & Job Matching

- DYW School Co-ordinators support school pupils to identify and source suitable work placements. Pupils can self-refer or are referred by SDS/School.
- DYW School Co-ordinators support school pupils to access apprenticeship opportunities, internships and job opportunities.
- Promotion of local job opportunities through DYW Orkney website and social media sites
- Facilitation of employer/education engagement both in school and to those who have left school through DYW Orkney events and those of our partners.
- Development and promotion of inclusive work experience opportunities in collaboration with local employers and schools.

### Stage 5

In-work Support & Aftercare

# Services



Developing the Young  
Workforce Orkney  
(continued)

## Stage 1

Referral, Engagement  
& Assessment

## Stage 2

Needs Assessment &  
Barrier Removal

## Stage 3

Vocational Activity

- Promotion and support of local partnership employability initiatives.

## Stage 4

Employer Engagement  
& Job Matching

- Development of in school vocational 'meet the employer' sessions.
- Promotion of local support opportunities to employers, this can include in-person support or financial incentives.
- Promotion of three levels of apprenticeships frameworks to employers, those available through remote/distance learning.

## Stage 5

In-work Support &  
Aftercare

# Services



## Employability Orkney



## Jobcentre Plus

### Stage 1

Referral, Engagement & Assessment

- Application process
- Registration completed by the client.

- Online application.
- Action plans developed & agreed with all customers regarding their aspirations for employment.
- One-to-one sessions
- Group sessions.

### Stage 2

Needs Assessment & Barrier Removal

- Vocational profile prepared, activity plan agreed with the client.
- Confidence
- Communication

- Continuation of regular engagement to ensure maintained progression
- Referral to local, district & national provision addressing employability skills, needs & wellbeing.

### Stage 3

Vocational Activity

- Confidence
- Communication
- Teamwork
- Working relationships
- Timekeeping
- Workplace requirements
- Health & Safety
- Motivations

- Referral to local, district & national provision.
- Delivery of Movement to Work placements in Jobcentre Plus.

### Stage 4

Employer Engagement & Job Matching

- Work placements
- Supported work placements
- Job matching
- Job brokerage
- Support

- Organises & supports work trials/experience & volunteering opportunities.
- Key role, liaising with employers, advertising/promotion of vacancies, matching suitable customers.

### Stage 5

In-work Support & Aftercare

- Job coaches work alongside clients to help them learn the job.
- Continuing support to maintain paid work.

# Services



## Jobcentre Plus

Support provided to all-age individuals in receipt of benefit (UC, JSA, ESA and IS)

### Stage 1

Referral, Engagement & Assessment

- Mid fortnightly engagement including continuous review of action plan to ensure progression.

### Stage 2

Needs Assessment & Barrier Removal

- Access to funding to enable removal of barriers to employment.
- **Job finding support:**
  - National provision
  - Early intervention
  - Weeks 1-13 of unemployment
  - One-to-one & group support
  - Developing job-finding & job application skills.
  - National provision
  - 13 weeks unemployed
  - Light-touch employment support
  - Sector-based, focussing on local priorities
  - 6 months of support

### Stage 3

Vocational Activity

- Offers advice to individuals in receipt of benefits about career options & makes referrals to SDS & other providers to progress.
- **Work Experience:**
  - Actively encouraged
  - Improve employability
  - Learn & develop new skills
- **Work Trials:**
  - Similar to work experience but with a potential job at the end
  - Actively encouraged
  - Increased chance of securing employment
  - Supports employer as claimant remains on benefits during term of trial

### Stage 4

Employer Engagement & Job Matching

### Stage 5

In-work Support & Aftercare

# Services



**Jobcentre Plus  
(continued)**

## Stage 1

Referral, Engagement  
& Assessment

## Stage 2

Needs Assessment &  
Barrier Removal

## Stage 3

Vocational Activity

## Stage 4

Employer Engagement  
& Job Matching

## Stage 5

In-work Support &  
Aftercare

- Support individuals to prepare for & sustain employment
- Inclusion of work experience placement
- **Fair Start Scotland:**
  - National provision
  - Targeted at specific customer groups
  - Tailored support to overcome barriers
  - One-to-one & group sessions
  - Local keyworker
  - Up to 12 months' pre-employment support
  - 12 months' in work support
- **Volunteering:**
  - Actively encouraged
  - Improve employability
  - Learn & develop new skills
- **Sector-based Work Activity Programme (SWAP):**
  - Supports employers to meet recruitment needs
  - Enables claimants to gain the skills needed for a particular employment sector
  - 3 components -
    - Pre-employment training
    - Work experience placement
    - Guaranteed job interview

# Services



## Learning Disability Employment Support Service - OHAC

**Target groups: adults with a learning disability and/or on the autism spectrum disorder**

### Stage 1

Referral, Engagement & Assessment

- Open referral system in place.
- Provide information sessions to interested groups/on an individual basis.
- Staff attend careers functions & other events in the region to provide information to potential clients & raise awareness of the service.
- Service Facebook page to encourage initial engagement with people & provide updated information on the service.
- Service leaflets distributed around partner organisations.
- Vocational profile started to gain information on client's abilities, skills, development requirements & support needs.
- A member of the staff team will be allocated as a keyworker for the client.

### Stage 2

Needs Assessment & Barrier Removal

- Establishing trusting relationship with client & support network.
- Introduction to/support in activities to increase confidence e.g. local community groups.
- Benefits check and income maximisation information/signposting.
- Information, guidance support & signposting to other agencies regarding maintaining good physical & mental health.
- Support to access careers information.
- Personal Development Plan agreed with client & individual goals set on completion of vocational profile.

### Stage 3

Vocational Activity

- Work with clients to explore further learning & training opportunities available locally/through distance learning.
- **Support to:**
  - apply for grants/courses where appropriate
  - check local area for suitable voluntary positions
  - apply and start volunteer placement where required
- **Support to:**
  - work on specific goals e.g. IT skills; or referral made to relevant service (e.g. the Learning Link).
  - apply for positions in national programmes e.g. Community Jobs Scotland posts.

### Stage 4

Employer Engagement & Job Matching

- **Support to:**
  - negotiate work experience opportunities, work trials or volunteer placements
  - match clients to suitable vacancies in the job market
- Support with the job searching process.
- Disability awareness information for potential employers & examples of reasonable adjustments to create the optimum chance for success.

### Stage 5

In-work Support & Aftercare

- Job coaching/in-work support until client is competent & comfortable with duties & environment.
- Continued ongoing support with client/employer where required e.g. to assist with new training/issues.
- Support where employment is under threat of ending.
- Support to explore change in job/role, increase/decrease in hours of work.
- Support to access advise on in-work benefits.
- The supported employment model, utilising ongoing support within work for those who need it, is seen as critical for success within our client group.

# Services



## Lifestyles Centre

### Stage 1 Referral, Engagement & Assessment

- Referrals from Skills Development Scotland & Jobcentre.
- Self-referral

### Stage 2 Needs Assessment & Barrier Removal

- Agree plan of training and/or work experience which includes training needs analysis, basic skills & personal & job skills.
- Motivation
- Teamwork
- Budgeting skills

### Stage 3 Vocational Activity

- CV building
- Job applications
- Job search support
- Telephone techniques
- Interview preparation
- Help clients identify realistic career aspirations.
- **Short courses such as:**
  - Health & Safety
  - First Aid
  - Business Skills
  - Personal Licence Holder (SQA)
  - Sage accounts & payroll
  - PAT testing (NAPIT)
  - ECDL (BCS)

### Stage 4 Employer Engagement & Job Matching

- Staff arrange tailored work placements & work trials.

### Stage 5 In-work Support & Aftercare

- All clients offered aftercare support to sustain employment.



## OIC CLD Employability Support

- **NOLB: 25-67-year-olds**
- **YPG: 16-24-year-olds**
- **PESF: Parents**
- **PACE: Redundancy support**

- Referrals from external agencies/self-referrals.
- Outreach support within the community.
- Drop-in sessions (when allowed).
- One-to-one engagement to signpost & support individuals to engage with other relevant services/support.
- Relationship building & holistic needs assessment.

- Each person will work with a designated staff member to co-produce a holistic Individual Development Plan.
- Setting personal targets/goals that will direct support/work.
- Gaining confidence in new situations.
- Support with health & wellbeing.

- Bespoke one-to-one project delivery to meet individual needs.
- Information about learning opportunities available.
- Support to access & gain qualifications.
- Informal learning opportunities & courses.
- Support to look at work
- tasters/volunteering

- Orkney Employer Recruitment Incentive (ERI).
- Identification of training needs & facilitation of sector-related online courses.
- Promotion of local job opportunities.

- PESF targeted in-work support.
- ERI support
- Ongoing support for 6 months after transition to work.

# Services



OIC CLD  
Employability  
Support (continued)



Orkney Blide  
Trust



Orkney  
College UHI

## Stage 1

Referral, Engagement  
& Assessment

## Stage 2

Needs Assessment &  
Barrier Removal

## Stage 3

Vocational Activity

## Stage 4

Employer Engagement  
& Job Matching

## Stage 5

In-work Support &  
Aftercare

- Getting involved with the local community.
- Information on benefits & support to apply.
- Support with financial management & assessing specialist services.

- Support to access career information.
- Support to look & apply for jobs.

- Referrals accepted from NHS, OIC, and third sector partners as well as self-referrals
- New members complete a membership form and are given information about the variety of services available

- Members complete a Recovery Outcome Web and are supported to develop a mental health recovery plan
- Confidence
- Communication
- Motivation
- Housing support
- Financial management
- Challenging stigma
- Befriending / mentoring

- Members take on roles
- Timekeeping
- Working relationships
- Motivation
- Workplace requirements
- Self-presentation
- Equality and diversity
- Work planning
- CVs
- Job applications
- Interview skills

- Referral via various agencies. Two-way communication in place:
  - SDS
  - Social Workers
  - SEAL
  - Connect

- Personal Learning Support Plans assess requirements & feeds into teaching differentiation.
- Student support assistants assigned to EW, FT, EF P to I courses.

- Literacy
- Numeracy
- ICT
- Timekeeping
- Teamwork
- Problem-solving
- Building resilience
- Mental health & wellbeing

- Work experience
- Undergraduate placements
- Young Enterprise activities

- Via Modern Apprenticeship
- Employability Fund
- Liaison with SDS following student completing course.

# Services



## Orkney College UHI

- Pathways to Independence
- Future Tracks
- Stepping Stones
- Employability Workshop
- Modern Apprenticeship
- Foundation Apprenticeships

### Stage 1

Referral, Engagement & Assessment

- Employability Orkney
- Jobcentre
- DYW
- Parents
- Self-referral
- Application for courses
- Social media & other promotion
- Interview process in place to check & assess student is on the correct course

### Stage 2

Needs Assessment & Barrier Removal

- Weekly feedback meetings to discuss student requirements.

### Stage 3

Vocational Activity

- **Wide range of courses including:**
  - Food hygiene
  - Manual handling
  - Business skills
  - Plant operator
  - HSE
  - First Aid
  - IOSH
  - Health & Safety
  - BIIAB licensing
  - ECDL
  - Young Enterprise
  - Access to UHI courses at HE level
  - Kitchen Porter
- **Certified courses including:**
  - REHIS Food Hygiene SQA
  - Employability Award
  - MCA
  - RYA Maritime
  - Business Skills
  - Modern Apprenticeships
  - Childcare
  - Construction
  - Horticulture & Estate Management
  - Care
- Full list of courses at [www.orkney.uhi.ac.uk/courses](http://www.orkney.uhi.ac.uk/courses).

### Stage 4

Employer Engagement & Job Matching

### Stage 5

In-work Support & Aftercare

# Services



## Skills Development Scotland

All-age service with priorities as follows:

- Senior phase school pupils
- School leavers
- Vulnerable 15+
- Next Steps customers = 15.5 years - 18.5 years
- Up to 26 years for care experienced individuals
- School non-attenders



The Connect Project

### Stage 1

Referral, Engagement & Assessment

- Career Development Plan (CPD) or summary of discussion established with individual to determine needs.
- Qualified Careers Advisors work with individuals to develop Career Management Skills (CMS) based around 4 themes - Self, Strengths, Horizons & Networks.

- Partnership working with local statutory & third sector services
- Attend general events to introduce Connect

### Stage 2

Needs Assessment & Barrier Removal

- Initial assessment by SDS staff leading to appropriate support within the team and/or referral & signposting to other agencies & programmes.
- Career Development Plan (CPD) or summary of discussion established with individual to determine needs using the themes of CMS.

- Young person follows an individual learning plan.

### Stage 3

Vocational Activity

- Employability support including one-to-one & group work to targeted groups from S4 onwards.
- Specialist Careers Information Advice & Guidance Signposting/referral.
- Find training through Employability Fund, delivered by Orkney College.
- Foundation Apprenticeships.
- Modern Apprenticeships.
- Graduate Apprenticeships.
- My WoW [www.myworldofwork.co.uk](http://www.myworldofwork.co.uk).

- Supported transition to vocational activity along the interests of the young person

### Stage 4

Employer Engagement & Job Matching

- Chair Partnership Action for Continuing Employment (PACE) partnership in support of employers & employees in redundancy situations.
- Signposting/referral to SDS PACE helpline (0800 917 8000).
- National Transition Training Fund [www.myworldofwork.co.uk/national-transition-training-fund](http://www.myworldofwork.co.uk/national-transition-training-fund).
- Employer Helpline (0800 783 6000) for one to one business support.
- Visit: [www.skillsdevelopmentscotland.co.uk/what-we-do/supporting-scotlands-employers/our-skillsforce/](http://www.skillsdevelopmentscotland.co.uk/what-we-do/supporting-scotlands-employers/our-skillsforce/)
- My WoW [www.myworldofwork.co.uk](http://www.myworldofwork.co.uk).

### Stage 5

In-work Support & Aftercare

- Signposting/referral to appropriate partner agency.
- Work with individuals in work to support them to sustain an opportunity - particularly if there are difficulties in the workplace.
- My WoW - partner zone [www.myworldofwork.co.uk/partners](http://www.myworldofwork.co.uk/partners).

# Services



The Connect  
Project (continued)

For 16-19 year olds

## Stage 1

Referral, Engagement  
& Assessment

- Referrals with a referral form
- Self-referral
- Work closely with services to identify young people who may need a more 'bespoke' service to move toward positive destinations.
- Attend general events & arranged one-to-one interviews to assist with transition planning.
- Involved in discussions with the young person and wider support network to identify needs
- Initial outreach where required with young person and family

## Stage 2

Needs Assessment &  
Barrier Removal

- Support is designed to meet agreed needs and objectives of the young person
- **Identification of areas of need to reduce barriers:**
  - Improving health and wellbeing
  - Confidence
  - Communication
  - Appropriate life choices
  - Motivation & engagement
  - Regular review and flexibility

## Stage 3

Vocational Activity

- Core skills embedded in a range of activities
- Access range of employability and skills resources
- Consistent support through early stages of work readiness

## Stage 4

Employer Engagement  
& Job Matching

## Stage 5

In-work Support &  
Aftercare

# Services

## Stage 1

Referral, Engagement & Assessment

- Referrals from external agencies/self-referrals.
- Phone contact with each person referred to make keyworker introductions.
- Completion of holistic needs assessment recognising personal circumstances, health & barriers impacting on progression to work, employability skills & expectations.

## Stage 2

Needs Assessment & Barrier Removal

- From the initial assessment a personal Action Plan will be produced to support the individual to address barriers.
- Each plan will include identified steps to enable progression towards sustainable employment.
- Range of expert advice/training & support on health & wellbeing.

## Stage 3

Vocational Activity

- Individual Job Search.
- Access to a large catalogue of digital skills resources & employability topics.

## Stage 4

Employer Engagement & Job Matching

- Personalised job brokering to secure vacancies for participants.
- Organising volunteering opportunities for participants.

## Stage 5

In-work Support & Aftercare

- Production of a tailored return-to-work plan.
- In-work support offered for up to 52 weeks after progression.

## Triage

All-age service



## VAO Saltire Awards Programme

16-25s

- VAO youth workers attend 'drop in' events at each mainland secondary school per term
- Self-referral
- Encourage Saltire Award registration to recognise a young person's achievement

- VAO volunteer registration form completed
- Initial meeting to determine volunteer aspirations
- Case study to assess impact of voluntary work over 12 months.
- Regular contact suited to young person's needs

- Learning opportunities through volunteering.
- Learning new skills.
- Opportunity to try something totally different, develop skills & experience in different field of work.
- Preparation for an interview situation.
- Motivation
- Saltire Awards

- Availability of new & up-to-date references.
- Volunteering opportunities.

# Services



## VAO General Volunteering

### Stage 1 Referral, Engagement & Assessment

- Referrals from various agencies.
- Self-referral.

### Stage 2 Needs Assessment & Barrier Removal

- VAO Volunteer registration form completed.
- Reasons & hopes for volunteering recorded.
- Reviewed after 6 weeks after placement with organisation, after 6 months in the 1st year & then annually on the anniversary of placement.

### Stage 3 Vocational Activity

- Learning opportunities through volunteering.
- Learning new skills.
- Opportunity to try something totally different, develop skills & experience in different field of work.
- Increasing motivation and introducing routine through volunteering.
- Supported referrals to other agencies helping with interview preparation (eg SDS).

### Stage 4 Employer Engagement & Job Matching

- Availability of new & up-to-date references.

### Stage 5 In-work Support & Aftercare



## VAO Supported Volunteer Project

- Referrals from various agencies.
- Self-referral.
- Volunteering plan followed by initial Rickter Scale assessment. Followed up by 6-month review.

- Learning opportunities through volunteering.
- Learning new skills.
- Opportunity to try something totally different, develop skills & experience in different field of work.
- Increasing motivation and introducing routine through volunteering.
- Supported referrals to other agencies helping with interview preparation (eg SDS)

- Availability of new & up-to-date references.
- Volunteering opportunities.