

Higher Level Skills for Management

summary

Business

Department of Working Pensions

Training

Leadership and Management

Goal

To boost and raise the skills of DWP managers (and aspiring managers) against identified organisational skills gaps.



Summary

The Department of Working Pensions (DWP) training initiative was driven by a partnership between the TUC's Union Learn Higher Skills project, which aims to drive up higher-level skills in the workplace and the Public and Commercial Services union (PCS).

The training

We developed a flexible, bespoke programme offering participants the opportunity to gain two higher level qualifications. The development activity incorporated additional criteria to provide DWP with value added support to promote and engage staff.

Business Benefits

All participants successfully completed the CMI Level 5 Diploma and have progressed onto the Foundation Degree. In addition, DWP have already begun to see the positive benefits of the training including enhanced management skills in relation to managing people effectively using recognised management practices.

Communication throughout the workplace has improved and managers are effectively able to understand and use initiative that helps engage and motivate staff members, with many reporting that they felt they now had the skills to present information more appropriately and with increased confidence.

Client feedback

This programme was highly commended for its creativity and innovative approach to enabling staff and managers to access training, which is flexible, fit for purpose, delivered with exceptional quality, pro-active, engaging, monitored and reviewed regularly.

“

This is a flagship scheme and we're delighted that DWP employees in Newcastle stand to benefit.”

Derek Woods

London Pension Centre Manager
DWP

The Programme

The training was bespoke and has been carefully tailored to the needs of trade union members and the DWP.

Dual Award

Amacus structured the programme so that those involved completed a Dual Award qualification, beginning with a Chartered Management Institute (CMI) Level 5 Management and Leadership before progressing to a Foundation Degree in Business and Management run by Gateshead College.

Union Learning representatives identified that skills gaps exist not just at a basic level but right up to management and the Dual Award plugs this gap, helps to boost confidence, enhance skills and improve productivity in the workplace which is good news for everyone.

Funding

We brokered funding for individual learners from the Learning and Skills Council to help them take part. This has been invaluable and without it PCS members simply wouldn't have been able to undertake training of this quality at this time.

Tailored Training

We developed a two year programme, delivered in house, using a dynamic, fun and inter-active approach to training including:

- FREE taster sessions for potential delegates to share programme content
- Each module to be delivered as a workshop every 3 to 4 weeks supported by 2 tutorial days as a minimum
- Assignments issued at each workshop to encourage a pro-active approach to completion
- Ongoing support provided via telephone and email.

It's been very successful so far and we envisage rolling the model out with other companies in future.