

YMCA

Background The YMCA is England's largest voluntary sector provider of safe, supported accommodation for single men and women between the ages of 16 and 35. Many of Leicester's YMCA residents come from disadvantaged backgrounds, have low self esteem, and are long term unemployed or school leavers with few or no qualifications.

How Skillspoint helped Skillspoint helped the YMCA to develop a unique customer service training course that supported the individual needs of young disadvantaged adults in supported housing and opened up opportunities to progress onto either further education or a job. The candidates successfully

completed a bespoke award which comprised the NVQ Level 2 in Customer Service National Vocational, Certification in Personal Development modules and Practical Training through work placement opportunities.

How the solution worked Skillspoint recruited the expertise of executive coach Graham Field who designed training sessions which centred on re-introducing the young people in to a learning environment, focussing on core skills and personal development. A local college provided the assessment process for the NVQs and the YMCA staff delivered training programmes around health and safety, conflict management and food hygiene.

From the pilot scheme 2 people have secured permanent jobs, 2 have longer term work placements, 2 have secured seasonal work opportunities at Leicester YMCA and 3 are going on to further education. In 2009 the project received a National Training Award for Partnership working and the Children and Young People Now Award for Workforce Development.

Future plans So successful was the pilot scheme that the Chief Executive Paul Brown will now be running 3 groups per year. Skillspoint is now working with other regional YMCAs to implement similar tailor made programmes.