

### Course Timetable:

Standguide We will deliver 2-Week Webinar, Telephone & Webchat-Based Delivery.

### Eligibility:

Any benefit

### Course Content:

**Webinar 1:** Staying Covid-19 Safe. Overview of Covid-19 and myth busting exercises to ensure claimant understanding of risks and current NHS/PHE advice. Understanding employers' responsibilities and employees' responsibilities regarding Covid-19 safety. Risk assessing activity for infection risks and the importance of understanding and following safety procedures, including social distancing.

**Webinar 2:** The Post-COVID Labour Market. Identification of COVID-impacted sectors and COVID-resilient key sectors and impact on claimant's current job goals. Claimants to self-assess transferrable skills key sectors to identify new job goals.

**Webinar 3:** Breaking into Key Sectors. Research-based session around chosen key sectors identifying recruitment channels, entry requirements and training opportunities. Claimants use this information to create a Sector-based action plan.

**Webinar 4:** Managing a Universal Credit Claim. Overview of UC, logging in, using the UC journal, responding to Work Coach requests and uploading documents. Introduction to other benefit and money management tools (Benefit Calculators, Money Advice Service cutback calculators etc.) and money saving tips/websites.

**Webinar 5:** Self-Employment & Digital Toolkit for Effective Future Jobsearch.

Session on the challenges and benefits of self-employment and the opportunities created by Coronavirus/lockdown with signposting to NEA Phase 2 and Growth Hubs where claimants express an interest in self-employment. Introduction to Our Online Resource Centre suite of IAG and personal support tools for ongoing support with housing, debt, benefits, confidence, motivation, communication skills, childcare, health, wellbeing, career planning, jobsearch, interviews, CV and letter writing. Introduction to our purpose-built self-assessment tool AIDA (Automated, Individualised, Diagnostic Assessor), praised on our 2019 Matrix report for increasing the pace of the customer journey. AIDA identifies barriers quickly and responsively prescribes support activities from our Online Resource Centre.

**Webinar 6:** Digital Jobsearch. Creating accounts with/using Find a Job and other sites (Reed, Indeed, Monster etc.) as well as key sector-specific sites such as [www.britishconstructionjobs.co.uk](http://www.britishconstructionjobs.co.uk). Demonstrations of how to upload/attach documents.

**Webinar 7:** The Hidden Job Market: Benefits of speculative approaches and networking, including using social media (LinkedIn, Facebook and Twitter) to identify job leads and chase up references. Claimants to create a speculative letter.

**Webinar 8:** Online Job Applications. Application tips, matching a personal statement to a person specification, chasing up applications for responses/feedback.

**Webinar 9:** Job Interviews: Preparing for a job interview (attire, documents, mental preparation, travel planning, questions etc.), types of interview formats (online, telephone, panel, group, 1-to-1 etc.) and common interview questions.

**Webinar 10:** Interview Practice: Claimants to undertake a virtual/mock interview via an interactive e-learning module, with trainer feedback. Recap of course aims and clarification of any areas of uncertainty. Claimant feedback surveys. Dependent on claimant volumes, each webinar will run up to twice per day: 9.15-11.15 or 12.30-2.30, allowing opportunity to accommodate claimants with childcare needs while providing sufficient places on provision to correctly adhere to social distancing. 1-to-1 sessions will be scheduled around these group sessions.

### 1-to-1 follow-up call/webchat content:

### Referral Process:

- JcP Work Coaches will be able to call Standguide's Referrals Team on **0161 881 4826** to book claimants onto this provision.
- Claimants will be contacted by the Referrals Team via email with confirmation details of the booked course.