Introducing the user’s guide

This guide has been put together to help readers get the most out of the Leadership and Management (L&M) resource pack. The guide should be read by regional LSC teams and brokerage organisations so that they are fully informed as to the aims, content and intended uses of the pack. It will also inform regional LSC teams and brokerage organisations of the issues and preparations that should be considered before the resource pack is distributed to Brokers.

The user guide can also be read by Brokers, to give them some additional context and some guidelines on how to use the resource pack effectively.

Introducing the module

A series of training modules, in the form of resource packs and workshops, has been developed to provide Brokers with information on specific areas, including the latest policy and funding updates as of June 2008. This series of modules is intended to assist Brokers in achieving the Skills Broker Standard by linking into its particular competencies. The modules also aim to enable Brokers to confidently deliver the Train to Gain service by providing information on key areas that are deemed useful in their day-to-day brokerage role.

Feedback from Brokers has been taken into account in the initial development and subsequent revisions of the materials and activities that make up each module. This is to ensure the information in the modules is relevant to Brokers and, where possible, fills their current knowledge gaps. In addition to this, specific feedback on the module materials and activities was collected from Brokers and regional LSC staff during a pilot workshop in 2006 and during the revisions in May 2008. Following significant changes to Leadership and Management advice and support which came into force in August 2008 the original module was converted into a resource pack.

This resource pack should not stand in isolation. It should be delivered in conjunction with:

- Other training modules in this series
- Additional provision for continuing professional development activities (as appropriate for each Broker).
Introducing the resource pack

Aims and objectives of the resource pack
- Form part of Broker continuous professional development by providing more in-depth information and building on Brokers’ own knowledge and experience of L&M. May act as a refresher for those who have already participated in version 1 of the module.
- To enable the Brokers to deliver Train to Gain more effectively; offering a wider range of solutions to clients.

Outcomes of the resource pack
The resource pack will enable Brokers to:
- Understand the role of the LMAS
- Understand the funding available for L&M
- Be able to refer confidently to the LMAS service
- Be able to access information about L&M
Preparation

Before you distribute the pack to Brokers, you will need to consider the following:

**The intended purpose and use of the pack**
The L&M resource pack has been produced for Skills Brokers as a useful and practical resource which can be used on a day-to-day basis.

The pack will be of most use to Brokers who have limited knowledge of LMAS and the new funding available for L&M. It will be less useful for those Brokers who are also performing the role of L&M Advisor.

The pack is **NOT** intended to:

- Act as a marketing tool for Brokers during their visits to employers
- Provide Brokers with a detailed guide to L&M provision, funding and provider infrastructure.

If any of the above resources are required the local LSC team and/or Skills Broker Organisation will need to develop and produce them to meet the particular needs of their Brokers.

In terms of the **Skills Broker Standard**, the resources relate to some of the knowledge required in the following units (unit references given):

- **a1** Make linkages between improved business performance and the contribution of skills
- **a2** Identify specific skill solutions in relation to business goals/challenges
- **a3** Proactively network and search new solutions
- **a6** Be the catalyst for action
- **a7** Help the client to build confidence...to broker own solutions
- **b1** Advice, learning and development solutions for clients
- **b3** The framework of training and development delivery
- **c1** Organisational development and change
## LEARNING OUTCOMES

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<td>1) Understand the role of LMAS.</td>
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<td>3) Be able to refer confidently to the LMAS service.</td>
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<tr>
<td>4) Be able to access information about L&amp;M.</td>
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Overview of resource materials

Section 1: Introduction
The introduction gives an overview of the purpose and intended outcomes of the pack: who’s produced it; what’s in it; and how to use it.

Section 2: L&M Advisory Service
This section gives a basic introduction to LMAS and would be particularly useful for Brokers who are not also L&M Advisers.

Section 3: Role of the Skills Broker in L&M
This explains the changed role of the Skills Broker in referring an employer to the LMAS in order to meet their L&M development needs. This section also outlines the 2-way referral process.

Section 4: Funding
This offers an overview of funding available for L&M provision and the types of provision that it can fund.