



The PUBLIC SECTOR SKILLS FRAMEWORK (PSSF)

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PSSF – a simple but effective concept

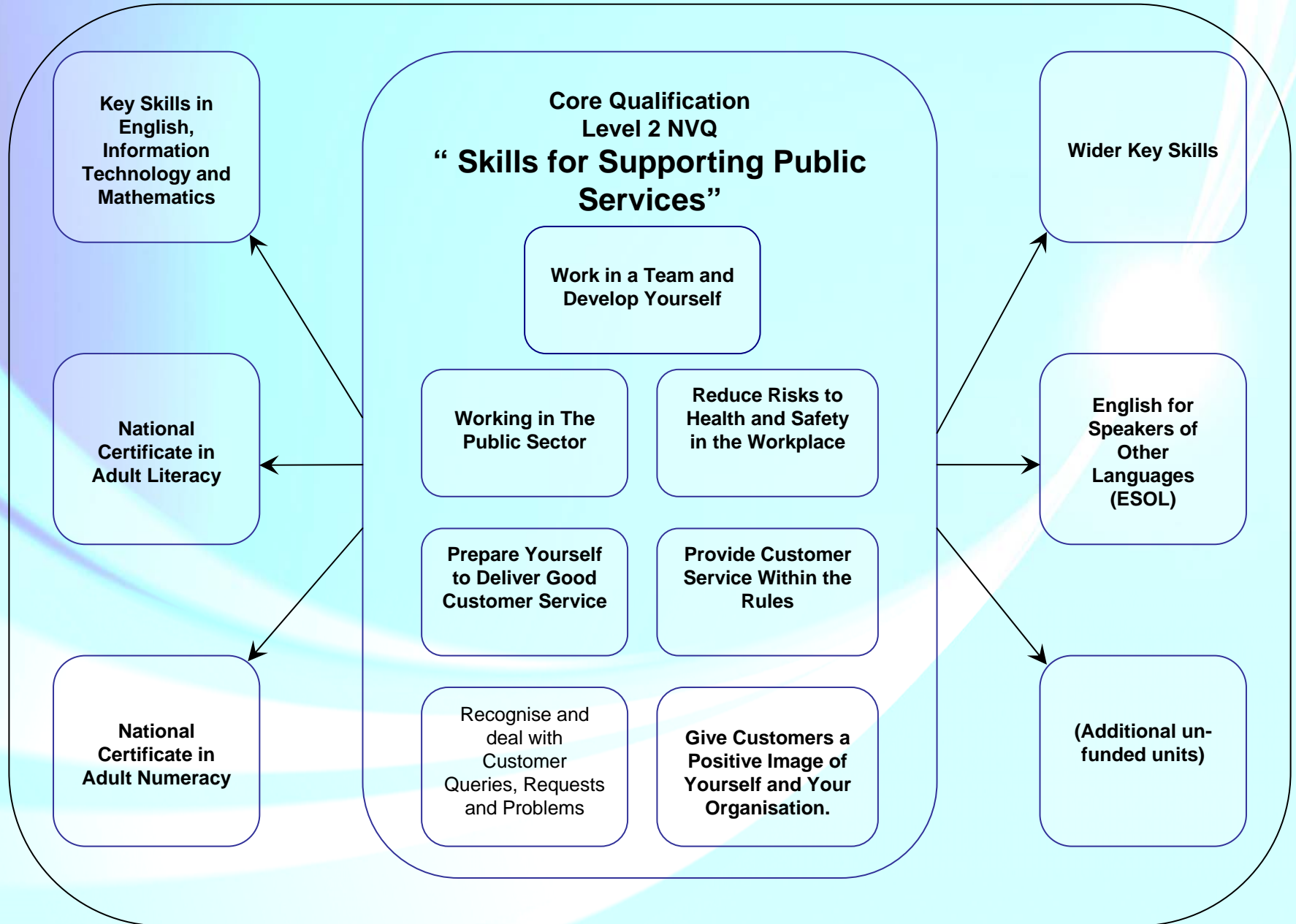
- Identify groups of existing workers whose jobs involve contact with the public
- Provide a structured learning programme giving them a range of new skills
- Include a level 2 qualification in either Customer Service or, from Autumn 2009, a brand new award



PSSF: the concept (continued)

- Deliver the learning at places and times to suit learners and employers
- Source full funding through Train to Gain
- Watch the job satisfaction of staff grow and customer service / productivity levels rise!

PSSF : The Wider Framework





What does it provide ?

- Currently, a full level two NVQ in Customer Service plus a range of additional skills such as literacy, numeracy, ESOL, IT, health & safety, employment rights and responsibilities, equality & diversity
- In the medium / longer term a brand new nationally recognised award plus additional skills such as English, ICT, mathematics, literacy, numeracy, and wider key skills



Who is already benefiting from PSSF?

- **Receptionists**
- **Porters**
- **Cleaners**
- **Caretakers**
- **Catering assistants**
- **Security guards**
- **Drivers**
- **Customers**
- **Employers**



Why get involved with PSSF?

- To assist employers in delivering training and a nationally recognised qualification free of charge
- To integrate the qualification into workforce planning and development strategies
- To benefit from Train to Gain and / or 'Skills Pledge' training and funding available
- To help employers / Councils to increase performance indicators
- To increase staff motivation and skill levels



PSSF: A partnership project

We are one of many partners committed to this project:

- Employers in the public sector
- Support Services organisations
- Investors in People (UK)
- SEEDA
- Individual Trades Unions and the TUC (Unionlearn)
- Regional LSCs and their Skills Brokers
- Learning Providers
- Sector Skills Councils
- Individual advisers with particular skills
- I&DeA



Who provides the learning ?

- A learning provider approved by the LSC, chosen by the employer with advice from project staff OR
- (in certain circumstances) an in-house department



Where is the learning delivered ?

- Wherever and whenever suits the employer – at college, on employer's premises, a combination of the two, etc.



What does it cost ?

- Cash cost – Nil, BUT....
- cost of backfilling shifts etc. is the responsibility of the employer
- learning provider will need a minimum size of learner cohort to make it worthwhile



How do we get started ?

- Talk to us TODAY on a one to one basis
- Take a FREE copy of the Implementation Manual
- Think September 2009 onwards as a practical first learner enrolment date



Quotes from the recent pilot

“There has been a noticeable improvement in teamwork since the pilot scheme commenced.”

“I am convinced that the interdependency and group approach to learning has been underpinning this change.”

“I am very proud of the Lymington Team and delighted to see this important project progress so well through their hard work and commitment, benefiting both the individuals and the hospital”