

FastTrack

Revenues & Benefits



FastTrack

An innovative solution for attracting, selecting and developing new staff

The FastTrack programme is an innovative blend of Training and Recruitment. We assist our clients to attract, assess and train new employees as a single, seamless service. To date, through 203 FastTrack programmes, 2200 individuals have been successfully trained and placed in employment with our clients throughout the UK.

FastTrack not only directly benefits your organisation, but also provides regeneration and employment opportunities for the local community.

Training  Synergy

Why FastTrack works on so many levels

The number of jobless Britons will shortly, following more redundancies in all sectors, top 3 million and it is predicted by many that this trend shows no sign of a quick upturn. Due to the increased competition for jobs, many people do not have access to employment opportunities because they cannot get their foot on the first rung of the ladder. FastTrack targets individuals who have the right competencies for a particular role but not necessarily the experience. Through our intensive tailored training we give them the foundation skills to get started in each role and develop quickly within your organisation.

FastTrack not only releases the potential of the local community, but gives you the skills you need when you want them.

How we engage with the local community to find suitable Candidates:



Advertising and marketing campaign

To get the best results for you, our campaigns are focussed on attracting local jobseekers with transferable skills. We use a range of methods including online job boards, search engine advertising, local press, direct mailing and our extensive relational database.

Key features

- £300,000 marketing budget
- 16,000 website visitors every week
- Google Adwords campaign experts
- Search Engine Optimisation
- 35 job boards
- 10 CV databases
- 7500 candidates contact calls a month
- Regional job fairs
- National exhibitions
- Press advertising and PR input

Throughout the marketing process we ensure that we control any information about your organisation and present the message you require.

Telephone pre-screening

We conduct initial pre-screening and qualification of all applicants via telephone. Based on evaluation criteria appropriate to the vacant posts, our consultants will assess candidates on their key competencies and attributes, identifying transferable skills in order to develop a shortlist of candidates who meet the core requirements.

Assessment day

All successfully pre-screened candidates are then invited to an Assessment Day. Designed in partnership with your organisation, this day is intended to give candidates an honest and accurate understanding of the roles they are taking on. The day focuses on what the candidate can expect on a day-to-day basis as well as and what will be realistically required of them. We also make candidates aware of the career opportunities that will be available to them and the commitment that they will be expected to make to the organisation. To demonstrate your commitment to the candidates we then introduce the training programme, the skills they will learn and their opportunities for future development.



How we find the best candidates for you

Open day assessment and interviews

This is a highly interactive event, giving you the opportunity to meet all the selected candidates. Training Synergy will work with you to develop the content for the day, and we will implement a series of proven evaluation and profiling methods and models to assess the candidates' suitability. Training Synergy will organise and facilitate the event and also collate and submit to you the post-event assessment and profiling data. Through profiling, group discussions and formal and informal interviews, you get the opportunity to make initial candidate assessments. It also provides those invited with an opportunity to prove themselves as potential candidates for your FastTrack programme. We will support and assist you in your candidate selection process, with a view to eventually creating a shortlist of candidates.

FastTrack training

We design your FastTrack training programme with your organisational goals in mind. The intensive programme will be developed around the core skills and competencies you require for each role. Our focussed learning solution will build awareness, knowledge and understanding of your organisation and its ethos, values and practices. The training, incorporating continuous assessment techniques, will be innovative and flexible, encouraging candidates to develop and enhance their skills and commitment, whilst learning how to apply their knowledge to the context of your business processes. Courses can cover any number of subjects dependant on the skills required and may include such topics as customer service, industry specific legislation, handling aggression, health and safety and any other appropriate business skills.

Final day - assessment and interview

Course completion offers the candidates the opportunity to prove their knowledge, skills and understanding during a final formal assessment session. Training Synergy will evaluate their proficiency against a benchmark of key performance indicators and provide you with a final evaluation report for each candidate. You will then have the opportunity to conduct final interviews and select your candidates.

Temporary or permanent contracts?

The choice is yours. We will help advise on which is more appropriate for your organisation's needs and on the costs involved.

Mentoring and support

Training Synergy can offer a programme of mentoring and support following successful recruitment. This can include the provision of on-site consulting support, mentoring your new recruits, undertaking ongoing reviews and appraisals or supporting your HR department in conducting a full training needs analysis of all new recruits.

A typical FastTrack campaign

FastTrack saves you time and money, by filtering hundreds of candidates through a rigorous selection process – and then training the best in the skills they'll need to succeed in your organisation.



What our clients say

"I would like to thank everyone at Training Synergy for the successful recruitment and training of 8 FastTrack candidates to Derby City Council Housing and Council Tax Benefit Team. In addition to being very self sufficient, the trainer was excellent and had a very good Housing and Council Tax Benefit knowledge and training skills to match. We have had very good feedback from our FastTrack candidates.

Our liaison officer at Training Synergy has been very supportive and available any time we have had any questions. We have been very pleased with the whole process from start to finish."

Beverley Parks, Program and Performance Manager,
Derby City Council

"The FastTrack scheme enabled me to utilise my own staff, who would have otherwise been involved in a major recruitment exercise, to continue to maintain and improve our excellent Benefits Service. I would of course use the FastTrack scheme for all my future recruitment needs."

Peter Ratnarajah, Head of Benefits Service,
London Borough of Redbridge

FastTrack

Revenues & Benefits

Training quality

Our legislation courses are modular and designed to be quickly and easily structured into a bespoke training programme that will meet your exact legislation training requirements. In addition, we can develop new training modules as required – either as stand-alone courses or to be incorporated into our current materials.

Introduction to Benefits (6 day course)

About the course:

This course has proven to be a most effective induction course for benefits staff. The course covers all the main areas of HB/CTB legislation and administrative best practice, including local housing allowance, rent allowance and overpayments, plus a basic overview of council tax law. The course is supported by group discussion, practical exercises at the end of each module and a desk aid. In addition to this, an informal assessment using the LA's own standard forms and stationery will be carried out by each delegate.

Learning outcome:

Delegates will have a comprehensive understanding of the benefit scheme, with an in-depth knowledge in many areas. Those with greater existing knowledge at the outset will find their knowledge is enhanced and will leave the course feeling more confident and able to deal with more complex areas of work. All delegates who attend will be able to manually process Rent Rebate, Rent Allowance, Local Housing Allowance and Council Tax benefits claims.

Suitable for:

- New entrants to benefits
- Experienced benefits staff
- HB/CTB assessors
- Customer services officers
- Visiting officers
- Multi-disciplined officers

Introduction to Benefits

Course outline

- Day 1 State Benefits
Making a claim
Date of claim
- Day 2 Eligibility to claim
Rent
Council Tax
- Day 3 Household and applicable amounts
Capital
Income
- Day 4 Evidence and Supporting Information
Calculation of Benefits
- Day 5 Payment of Benefits
Suspending Payment
Change in Circumstances
- Day 6 Overpayments
Decisions, Notifications and Appeals
Fraud
- Day 7 3 hour assessment paper

Training experience

We also offer a comprehensive range of Revenues and Benefits training courses which cover all aspects of this area.

Here is selection of our training portfolio:

- Appeals workshop and submission to tribunal
- Calculating Tax Credits
- Introduction to Housing Benefits
- Introduction to Council Tax
- Local Housing Allowance
- Overpayments, recovery and enforcement
- Persons from abroad
- Self – Employed claims
- Student claims



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