

renovo



Career Advancement Programme

Renovo Employment Group are one of the UK's leading providers of telephone and web based employment support.

Each month, we help over 3,500 people secure new employment, overcome challenges at work or advance their career.



Contents

Programme Overview

24 Hour Support Lines

Online Tools and Resources

Personal Work Coach

Manager Support

Customer Engagement

Working With Providers

renovo

Programme Overview



“Thank you for an excellent service which has made a big difference to me during this difficult time.”

Ann Sanders, Loughborough



The Programme has three distinct elements:

Job retention

Job retention services assist individuals to resolve any new or re-emerging barriers that may prevent them from keeping their job:

- Orientation to work/occupation/employer cultures
- On-the-job conflict resolution
- Support, encouragement, and advice from Work Coaches, counsellors, peer groups and supervisors
- Personal and family support – advice and guidance on financial and legal issues, and issues relating to work, home and health.

Career Advancement

These services encourage participants to seek advancement at work whether it be an increase in pay, promotion, increased work hours, moving from part time to full time work or seeking a more advanced role with a new employer.

- Career advice, planning and guidance
- Labour market information on alternative jobs and volunteering opportunities
- Education and training market information on providers, courses, credentials and costs
- Advancement skills (e.g. networking, interviewing, CVs)
- Prompting, monitoring, check-ins, oversight, reminders.

Knowledge and Skills

Knowledge and skill development services provide access to basic employability skills and additional education and training necessary for advancement:

- Assessment of skills, knowledge, experience, interests and goals
- Numeracy, literacy and ICT tests and training
- “Soft skills” e-learning
- Industry specific skills and training signposting.

A fresh approach to In Work Support

The Renovo Career Advancement Programme (CAP) is delivered through a common service platform consisting of 24 hour transformational helplines, next generation technology and intensive career coaching from highly experienced career and employment specialists.

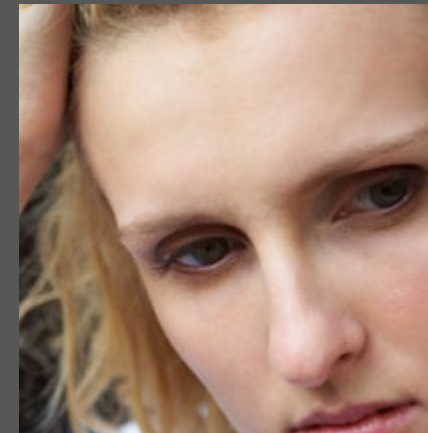
renovo

24 Hour Support Lines



Someone always there for your customer

Seeking support from other people can be key to getting through stressful situations. Ironically, our reaction when under stress, can often be to withdraw from those who might offer the most support.



Accessing support at work can be difficult, that is why Renovo customers are able to access a 24/7 (365 days a year) telephone helpline service which provides a range of support:

Emotional Support

- Stress and anxiety
- Personal and family problems
- General life problems
- Work-related challenges, including bullying and harassment.

Support with legal enquiries

- Consumer issues
- Welfare rights
- Employment law issues
- Family and matrimonial disputes.

Support with financial problems

- Family budgeting
- Welfare benefits and rights
- Debt and credit problems.

Career Advancement Support

- Negotiating promotions
- Updating CVs and applications
- Interviewing and networking
- Job search techniques.

“The evidence suggests that candidates find it beneficial and are more likely to participate in services if they are able to contact case workers outside of normal work hours.”

Centre for Economic & Social Inclusion

Helpline calls are answered empathetically. We structure the call to ascertain the caller's concern and what they are looking for from the helpline service. We draw out of the individual alternatives as to how to tackle the situation, resulting in the call ending with an action plan for moving forward.

renovo

Personal Work Coach



“I have found the one to one support, which was tailored specifically for me, to be really useful and your help has been so valuable.”

Karim Hussain, London



Dedicated support tailored to your customer's needs

At Renovo our primary focus is on the individual. The Renovo CAP is designed to provide the support necessary for the individual to retain their job and to advance in employment, consistent with their strengths, resources, priorities, concerns, abilities and interests.

Each customer on the Renovo CAP is assigned their own personal Work Coach for the duration of the programme. Their Work Coach is available by telephone and email during extended working hours.

The Work Coach will work with the customer to:

- Support to rebuild confidence and motivation
- Overcome any new or re-emerging barriers to retaining their job
- Assist them in resolving conflicts at work or mediating with their employer
- Provide sessions tailored to the participants own circumstances
- Build self-belief and interest in advancement
- Support the participant in identifying opportunities for advancement at work
- Develop a personalised Career Advancement Plan
- Focus on the customer's unique goals
- Identify and assess suitable providers of education, skills and training
- Provide emotional reassurance and practical guidance.

Renovo Work Coaches take a proactive approach to case management. They will discuss a communication plan with the customer at the beginning of the programme, agreeing how the customer wishes to communicate with them, the best time of the day to talk and the frequency of contact.

renovo

Online Tools and Resources



“What Renovo have provided was just what I needed - the website & the webinars, all spot on and really helpful. The ideas that I got from the website have been very inspirational.”

Tim Pantaleo, Chester

24 hour access to a wealth of information

As part of the Career Advancement Programme, participants have unlimited 24 hour access to “Workfriend”, Renovo’s proprietary in work support portal.

Workfriend has been developed in partnership with MyKnowledgeMap, one of the UK’s leading learning technology companies. It is an easy to use and engaging online portal hosting a wealth of information, tools and resources to support people at work. The key features of Workfriend are:

“My Support”

- A wealth of information, advice and guidance on how to overcome new or existing challenges to do with the customer’s home or work life, emotional or physical health, that could act as barriers to job retention and advancement
- Customers can ask a question online, get answers delivered automatically, with an option to further submit a question to their Work Coach
- Each customer has their own private (password protected) area where they can view all incidents or interventions and communicate with their Work Coach or peer group through the Workfriend community.

“My Career”

- Hundreds of videos, fact sheets and podcasts help the user understand what it is that employers are looking for in their employees and how to effectively navigate to workplace maze
- Where the participant is seeking a change of career, our Career Pathways tool allows them to discover what is entailed in virtually all available careers
- Utilising some of the very latest job search technology, Workfriend can assist the user to find alternative work quickly and effectively.

“My Skills”

- Skills assessment tools, e-learning and signposting to education and training providers all or which support the participant in formulating their Career Advancement Plan
- Users can develop “soft skills” and increase their chances of promotion or spend time discovering the skills required to advance in their chosen industry
- Tools to improve basic employability skills such as ICT, numeracy or literacy form part of this section’s resources.



renovo

Manager Support



“I was pleasantly surprised to find some very good material and guidance on issues I had simply overlooked. The information and layout is excellent.”

Christopher Toplis, Leeds



Perhaps the customer shows a change in behaviour, such as poor work performance, difficulty concentrating, irritability, tardiness or excessive absence, there may be stresses in their personal life.

Perhaps they are struggling with finding child care resources, or are coping suddenly with an elderly parent who's ill. They may be dealing with a substance-abuse problem or a case of domestic violence.

Manager Support provides instant access to a team of highly skilled employment specialists, able to provide information and guidance regarding a host of team or individual employee issues.

Raising awareness amongst employers

As part of the Renovo CAP, we have developed a service specifically designed for employers to help cope with issues impacting the performance of the customer.

- Renovo's employment specialists can help managers lower absenteeism, decrease tardiness, improve safety records and retain employees
- We have a well established track record and expertise in this area and will always look for opportunities to extend this service into the work we carry out with every client
- We will talk with the employer about the history of the problem and any dips in work performance that they've documented
- We will coach the manager on how to approach the employee in a non-confrontational style and help mediate a solution
- Many problems can be handled during a phone consultation but all employers can be provided with access to the Manager Support section of Workfriend where they will find a wealth of information (videos, written advice and guidance and e-learning) to help them resolve the issue and keep the customer in work.

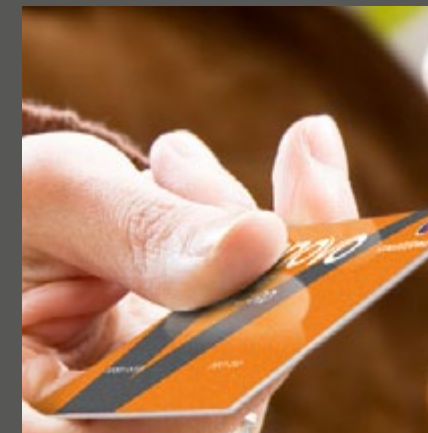
renovo

Customer Engagement



“Thank you so much for providing me with a savings card, I have been pleasantly surprised at the amount of money I can save!”

Elizabeth Bowen, Norwich



Keeping customers on the Renovo CAP engaged is critical to success

The assigned Renovo Work Coach will agree a communication plan with the customer at the beginning of the programme. The Work Coach will agree with the customer how frequently they will communicate, the means by which they will do so and at the time of day that is most convenient for the customer.

Renovo utilises a powerful customer engagement system that enables us to constantly communicate and deliver support that we know the individual customer needs at exactly the point they need it. Features include:

- Dynamic assessments and surveys, which link to incidents and other functionality. This allows a self service approach to triage, induction and assessment as well as customer satisfaction
- E-mail and SMS marketing. The system has a powerful e-marketing tool, allowing for segmented e-marketing broadcasts as well as individual transactional emails
- Campaign workflow, allowing the creation of automated customer journeys including surveys, web pages, e-mails, incidents and notifications. These are ideal for helping us to stay in touch with customers over extended periods of time
- A community and social media facility enabling customers to engage with their peer group and other programme participants.

Rewards and Incentives

Renovo is constantly seeking additional rewards and incentives that it is able to pass onto its customers to support and reward them for achieving their goals.

- The Renovo Privilege Savings scheme provides the customer with a discount card run by the UK's largest discount card operator, Countdown. The scheme provides the customer with access to a whole range of both national and local offers from high street stores to holidays, fun days out, keeping fit and much, much more.

renovo



Working With Providers



“It’s been a pleasure working with Renovo. I’ve received really positive feedback from customers and we’ve commented on the professionalism exhibited by ‘Team Renovo’. It has been great working with you, as a key partner, in helping people back into work.”

Kate Phillips, Jobcentre Plus



Helping your customers sustain employment

Good people to work with

We like to think that we are good people to do business with. Our core values of Innovation, Quality, Teamwork and Respect extend to our working relationships with our clients. We are passionate about what we do – helping people find work where they will be happy and fulfilled, releasing potential and changing lives.

Renovo fully appreciates the importance of your own relationships with your customer and with employers. That’s why our service is flexible and can be easily and quickly tailored to reflect your own organisational objectives. By working with Renovo, you will benefit from:

Flexible solutions that really deliver

- A low cost, bespoke, In Work Support solution tailored to your organisation’s needs
- Cost effective tracking and monitoring of customers in work over a long period of time
- Access to a wealth of knowledge around career advancement and supporting individuals in work
- Access to specialist employment skills including recruitment, career coaching, occupational health, skills development, employment law and human resources expertise
- Access to support for your employers through our Manager Support feature
- A dedicated Account Manager ensuring that our service is delivered consistently in line with your requirements and quality standards.

Peace of mind

- In the last 12 months, we have helped over 20,000 people find work, stay in work or advance their career
- Renovo are Momenta accredited and have been awarded the Matrix and Investors in People standard
- Our Work Coaches are rigorously trained and all hold recognised qualifications in advice and guidance or related spheres
- Our technology and telephony platforms are secure, robust and meet all the necessary industry requirements and legal obligations. Our business continuity programme ensures support for your customers is guaranteed.

renovo



ADDRESS KINGS HOUSE, 12 KING STREET, YORK YO1 9WP
TELEPHONE +44 (0) 845 226 8519
EMAIL INFO@RENOVO.UK.COM
WEB WWW.RENOVO.UK.COM

**To discover more
about Renovo's Career
Advancement Programme,
please contact:**

PAUL RAPER
PARTNERSHIP DIRECTOR
TELEPHONE 01904 615 162
EMAIL PRAPER@RENOVO.UK.COM