

PUBLIC SERVICES

Including: School Teacher, Police Officer, Army Officer, College Lecturer, Royal Airforce, Naval Officer, Ambulance Officer, Fireman, Firewoman, Nurse, Doctor...

Birmingham & Solihull



Vocational Learning Guide

2004-2005





THE LANDSCAPE

The public service sector in Birmingham and Solihull includes a wide range of employers and career options. Opportunities exist in central and local government, education, emergency and legal services, health and social care and voluntary work. It's fair to say there's an enormous range of careers to choose from.

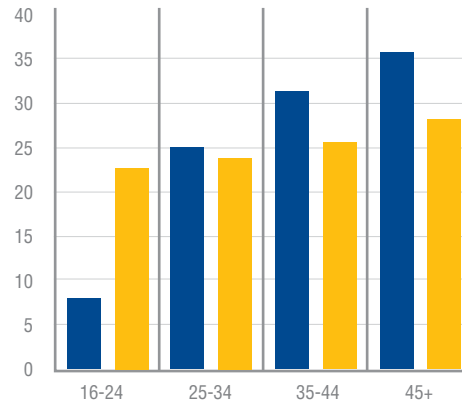
The public service sector currently employs about a quarter of the working population in Birmingham and Solihull. A continuing upward trend in employment is forecast.

Recent research shows that seven out of ten public service sector organisations have been actively recruiting in the past year. But more than half of the organisations with vacancies experience difficulties in finding people with the right skills. And three out of ten public sector organisations report skills gaps within their current workforce.

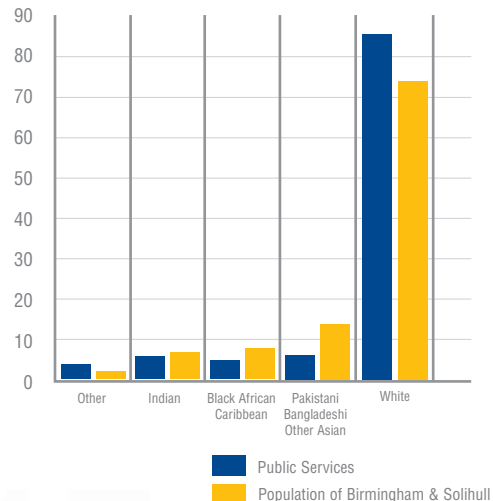
The indications are that the public sector workforce is becoming increasingly middle-aged with more than two thirds of employees over 35 which is why there is a need for new recruits.

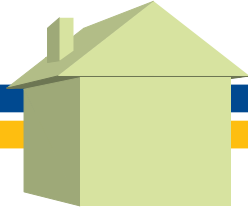
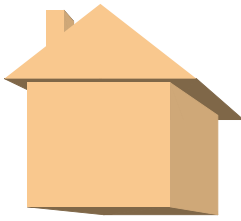
The proportion of the workforce made up of ethnic minority communities is forecast to rise from a quarter to a third by 2015. Although the public sector has a higher representation of people of Pakistani, Bangladeshi, Black African and Caribbean origin than other areas of the economy, more recruits from all ethnic backgrounds are required to fill the varied and challenging roles available.

WORKFORCE PROFILE BY AGE IN THE PUBLIC SECTOR (BIRMINGHAM AND SOLIHULL)



WORKFORCE PROFILE BY ETHNICITY IN THE PUBLIC SECTOR (BIRMINGHAM AND SOLIHULL)





DORRET JACOBS

LEARNING SUPPORT ASSISTANT



Dorret Jacobs had spent 10 years working in credit control when she decided on a complete career change.

Working with children had always appealed to her and so she was delighted to land a job as a learning support assistant in a local school.

She gained a recognised qualification within a year and, with the encouragement of colleagues at the school, started a Foundation Degree Supporting Learning (through ICT).

“The use of ICT is becoming more and more prevalent in schools and the course has introduced me to a comprehensive range of IT resources and useful books and websites, all of which have been extremely useful for work,” says Dorret.

“As my responsibilities increased within school I have found it beneficial that the modules on the foundation programme are so practical and highly relevant.

“Within my role I have to identify the pupils’ individual support needs then help them to achieve their best attainment levels. At college we have covered areas like learning styles and behaviour problems and I now feel so much more confident in my approach to these issues, especially when discussing them with the teachers.

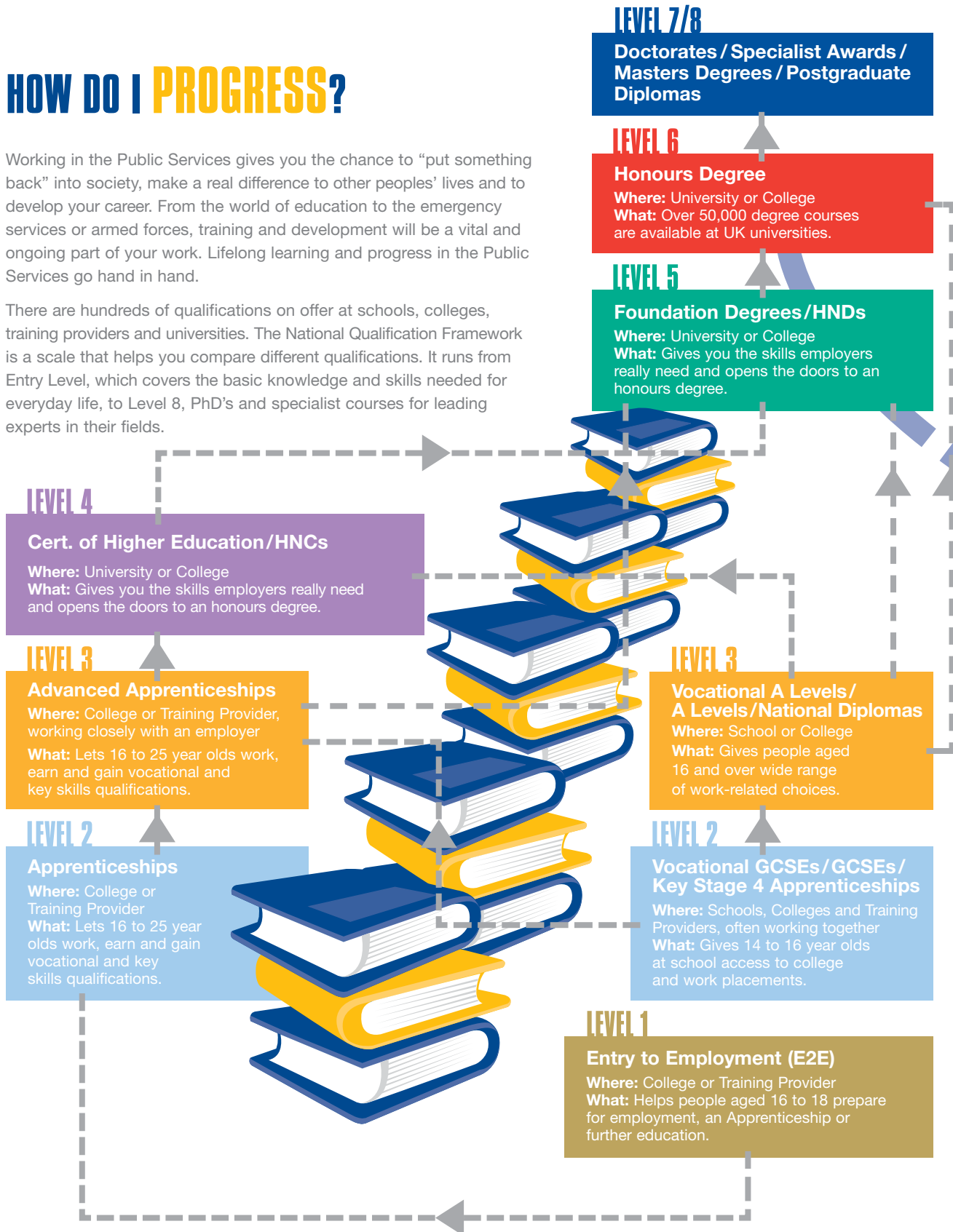
“Who would have thought, after so long in a totally different working environment, I am now an Intervention Strategy Assistant and a form tutor for a year 9 group in a wonderful school. It is so rewarding watching the children develop their skills and it just proves that qualifications can make a difference to your career.”



HOW DO I PROGRESS?

Working in the Public Services gives you the chance to “put something back” into society, make a real difference to other peoples’ lives and to develop your career. From the world of education to the emergency services or armed forces, training and development will be a vital and ongoing part of your work. Lifelong learning and progress in the Public Services go hand in hand.

There are hundreds of qualifications on offer at schools, colleges, training providers and universities. The National Qualification Framework is a scale that helps you compare different qualifications. It runs from Entry Level, which covers the basic knowledge and skills needed for everyday life, to Level 8, PhD’s and specialist courses for leading experts in their fields.



WHICH ROUTE IS RIGHT FOR ME?

The NHS is the largest employer in Europe, and when added to local government and the uniformed services, the range of career opportunities in public services is vast. There are many sources of further information about careers within the public sector and it is important to research the careers open to you thoroughly, considering not only the entry requirements and length of training, but the training routes and opportunities locally. These may be through Apprenticeships, further education or training offered through the employer. Further sources of information about local providers are contained within this publication.

From careers in the leisure services to IT, from medicine to fire fighting, the public sector offers real choice, diversity, challenges, rewards and progression in a variety of generic and specialised careers. **Use this A-Z to begin your career search and do your duty by rewarding yourself with a great new career!**

- School Teacher
- Police Officer
- Army Officer
- College Lecturer
- Royal Airforce
- Naval Officer
- Ambulance Officer
- Fireman
- Firewoman
- Nurse
- Doctor

LLOYD CROOKS

CUSTOMER PERFORMANCE MANAGER | BIRMINGHAM CITY COUNCIL



"I left school at 18 and worked in a number of local authority roles but I didn't do any vocational learning at all until I joined Birmingham City Council. Since then, I've had a lot of opportunities to gain new qualifications and skills. I've got a BTEC National Certificate in business and finance and a certificate in public management."

"Most recently, I've started a Diploma in Public Sector Leadership which is proving really interesting because it's taught quite differently. It's not 'chalk and talk', it's practical learning, putting your new skills straight into practice."

Lloyd is gaining a new insight into vocational areas which are often overlooked such as leadership styles and motivational techniques, areas that he believes are important for anyone with managerial aspirations.





WHO WILL HELP ME GET THERE?

Living in Birmingham and Solihull gives you a wide range of learning providers to choose from, whatever your age. Vocational qualifications are available at secondary schools, 6th Form Colleges, Further Education Colleges, work-based learning providers and major universities in the area, not to mention hundreds of community learning centres for adults. Many learning providers work together to give their learners the best resources and teaching, and to support them as they move up the qualification ladder.

MAKING THE NEXT STEP

The following learning providers offer Public Services-related vocational courses.

Schools ■ ○

Many schools are introducing Vocational GCSEs, Key Stage 4 Apprenticeships and other work-related courses. Schools with 6th Forms offer Vocational A Levels and National Diplomas. Contact your local school to find out more or visit the Birmingham Grid for Learning website www.bgfl.org

Higher Education Institutions

The following universities and colleges offer HNDs, HNCs and Foundation Degrees in Public Services.

Bournville College ★ ●

Tel: 0121 483 1000/1080
www.bournville.ac.uk

City College Birmingham ★

Tel: 0121 741 1000
www.citycol.ac.uk

Josiah Mason College ★ ◆

Tel: 0121 603 4757 ext 2288/2285
www.jmc.ac.uk

Newman College of Higher Education ★

Tel: 0121 476 1181
www.newman.ac.uk

Open University ★

Tel: 0121 428 1550
www.open.ac.uk

Solihull College ★ ◆ ●

Tel: 0121 678 7000/7001/7002/7271
www.solihull.ac.uk

South Birmingham College ★ ●

Tel: 0121 694 5098/5013
www.sbc.ac.uk

KEY

- E2E ■ Vocational GCSEs/Key Stage 4 Apprenticeships ◆ Apprenticeships/Advanced Apprenticeships
- Vocational A Levels/A Levels/National Diplomas ★ Foundation Degrees/HNDs/HNCs



Learning Providers

The following learning providers will offer Entry to Employment and Apprenticeships/Advanced Apprenticeships. Contact the providers listed below to find out more.

2C Limited ♦ ●

Tel: 0121 200 1112

3E's Enterprises ●

Tel: 0121 788 1001

Archway ●

Tel: 0121 328 5005/384 4040

Bellis Training & Assessment Centre ♦ ●

Tel: 0121 236 6841

BIETEC ●

Tel: 0121 248 8322

Birmingham Hotel & Catering Academy ♦

Tel: 0121 456 3458

Birmingham Rathbone Society ♦ ●

Tel: 0121 449 1011

Crystal Training ♦

Tel: 01386 422 773

ENTA ●

Tel: 0121 359 6776

Gordon Franks Training & Personnel ♦ ●

Tel: 0121 632 5624

Greenspring Training ●

Tel: 0121 551 2202

HCTC Limited ♦

Tel: 0121 456 3040

JAC Training and Development ●

David James Centre for Learning

Tel: 0121 245 2828/2830

JHP Training ♦ ●

Tel: 0121 665 6655/643 4200

Key Training Limited ♦

Tel: 0121 236 7512

Kingsbury Training ●

Tel: 0121 384 3886

NACRO ●

Tel: 0121 554 6342

Performance Through People ♦

Tel: 0121 643 2653

Pertemps Training ♦

Tel: 0121 687 0703

Protocol Consultancy Services ♦

Tel: 0121 236 2634

Protocol Skills ♦

Tel: 0121 643 3357

REMIT ♦

Tel: 01788 543902

TBG Learning Ltd ♦

Tel: 0121 200 2646

Touchstone Group ♦

Tel: 01704 502221

TTC Training ♦

Tel: 01483 727321

VT Plus Training ♦

Tel: 0121 260 3841



In the fast moving world of vocational learning very detailed information in leaflets like this can go out of date quite quickly. Use the telephone numbers and website addresses above to get the very latest information.

Image courtesy of Birmingham Post & Mail Ltd.



THE NEXT STEPS

Information, Advice and Guidance

Many organisations promote careers in Public Services. Here are just some of the websites you can explore, providing useful background on the industry and how to make progress in it.

The Public Service Compact

The aim of the The Public Service Compact is to raise the profile of the public sector and inspire a wider range of individuals to choose a career in the public services.

www.publicservicecompact.org

Civil Service

www.careers.civil-service.gov.uk

Local Government

www.lgcareers.com

Education

www.useyourheadteach.gov.uk
www.teachernet.gov.uk/development

Armed Forces

www.army.mod.uk
www.rafcareers.com
www.royal-navy.mod.uk

Emergency Services

www.policeuk.com/careers
www.wmfs.net (West Midlands Fire Service)
www.asa.uk.net (Ambulance Services)

Birmingham and Solihull Connexions

Connexions is a youth support service providing information, advice and guidance for all 13-19 year olds (or up to 25 if you have a learning difficulty or disability). Connexions Personal Advisers work with learners in schools, colleges and training providers and are also available at 17 Connexions Centres across Birmingham and Solihull.
Tel: 0121 248 8004/8005
www.connexions-bs.co.uk

Connexions Direct

Connexions Direct Advisers offer information, confidential advice and practical help, and are available from 8am to 2am, 7 days a week.

The Connexions Direct website includes an A-Z of over 600 occupations, giving information on job satisfaction, pay, conditions, entry requirements and career progression.
Tel: 080 800 13 2 19

www.connexions-direct.com/jobs4u

Birmingham and Solihull Information, Advice and Guidance (IAG) Network

Over 200 organisations involved in education, training and skills development in Birmingham and Solihull belong to the IAG Network and all provide adults with information, advice and guidance on learning and work.

Tel: 0800 073 0634
www.iag-bs.co.uk

WorkTrain

This national jobs and learning site has a training section which allows you to search for courses by subject area, qualification, teaching style, and location.
www.worktrain.gov.uk

Apprenticeships

Loads of information on Apprenticeships ...what they involve, where they can take you and how to find out more.

Tel: 08000 150 600
www.apprenticeships.org.uk

Learndirect

Information on learning opportunities, funding, childcare, careers, qualifications, including online factsheets and information on local career and educational advice centres.

Tel: 0800 100 900
www.learndirect.co.uk

Higher Education

Aimhigher

The Government's official site for students, parents and advisers, with links to various resources.

www.aimhigher.ac.uk

Aimhigher West Midlands

The local higher education scene, with information on opportunities for vocational learners.

www.aimhigherwm.org

UCAS (Universities and Colleges Admissions Service)

The official site for undergraduate applications and admissions, complete with a searchable course database and applications information. Also, help for international students and parents.

www.ucas.ac.uk

Foundation Degrees

The latest information on developments in foundation degrees.

www.foundationdegree.org.uk

Hotcourses

A comprehensive database for undergraduate, postgraduate, FE and vocational courses.

www.hotcourses.co.uk

Finance and Support for Learning

DfES - Student Support

Contains forms, guides and frequently asked questions in sections for students, parents and advisers.

www.dfes.gov.uk/studentssupport

Birmingham City Council Education Department Student Support Service

Tel: 0121 303 3647 and 3648

e-mail: studentsupport@birmingham.gov.uk

Solihull Metropolitan Borough Council Student Support Service

Tel: 0121 704 6639

e-mail: studentsupport@solihull.gov.uk

SKILL (The National Bureau for Students with Disabilities)

Factsheets and answers to frequently asked questions for students with disabilities.

www.skill.org.uk

Student Money

A guide to planning and organising your student finances.

www.studentmoney.org



Learning+Skills Council

Birmingham and Solihull

