

## **Specification – Module aimed at Ethnic Minority Customers**

### **Aims & Objectives**

The aim of this module is to address the perceived job search barriers specifically faced by ethnic minority groups, in an environment that will respect the cultural and confidentiality concerns this customer group. The module should move at a pace which meets the customer group needs, this may vary widely in terms of English comprehension skills levels and cultural obligations. All customers referred will be deemed by their adviser to require moderate support to help them move into work.

### **Minimum delivery requirements**

- Tips & techniques to overcome perceived barriers
- Skills & strengths exercise
- 1-2-1's to assess existing skills and experience
- CV's – uses and advantages
- Review of current CV, suggestions for improvement, support to produce updated CV.
- Essential tips for applications – this could be delivered as a group session, focussing on key points for ethnic customers.
- Essential tips for interviews – focussing on key points for ethnic customers.
- 1-2-1 interview advice.
- Signposting for additional support required (ESOL)
- Action plan of forward steps.

### **Additional requirements**

- It is anticipated that a blend of delivery methods and techniques will be deployed incorporating group working, both large and small, 1-2-1 support and independent activities.

### **Volumes & value**

Jobcentre Plus anticipates that the optimum number of participants per module will be 12. JCP will work with the supplier to agree referral numbers to ensure.

A module price will be agreed - to include travel.

### **Referral Mechanism**

Jobcentre Plus advisers shall determine customer eligibility and make referrals to the event.