



## CTSW SKILLS LTD

### Employer Engagement Policy

#### Purpose

The purpose of this policy is to set out the commitment of CTSW Skills Ltd to provide a curriculum offer which supports the development, in both young people and adults, of the skills that are necessary for a productive and competitive economy.

The core purpose of CTSW Skills Ltd is to support people to develop skills in the broadest sense and to encourage talent, knowledge, resourcefulness and creativity.

We seek to deliver skills at all levels required, where possible, in order to support the development of an advanced competitive economy and make us a fairer society, offering equal opportunities for all.

We will focus on the employability and progression of learners and deliver the skills and qualifications which individuals, employers and the economy need.

#### Scope

This policy covers all of our delivery offer of CTSW Skills Ltd, including apprenticeships, pre 16 and post 16 vocational programmes and full cost recovery.

The policy will be implemented within the guidance of key national and regional papers which include promoting apprenticeships with employers through the use of Find Apprenticeship Training (FAT) and other national branding which includes all the support on GOV.UK to support employers in finding their apprentice and engaging with apprenticeships services, Skills Training UK.

The principles and aims in this policy will inform strategic and business planning decisions in relation to deciding the direction of CTSW Skills Ltd developments and will inform the following policies and procedures:

- a) The fee policy
- b) The employer engagement strategy and action plan
- c) The Strategic Plan and Strategic Objectives
- d) Business Planning Guidance
- e) Financial planning
- f) CTSW Skills Ltd Management structures
- g) The annual review of the mission
- h) The Operational plan

#### Objectives

CTSW Skills Ltd publishes its Strategic Plan and reviews annually, which articulates our offer and explains how it lines up with local/national priorities. The plan contains strategic objectives and employer engagement issues. CTSW Skills Ltd will develop its staffing potential, allocate its



resources, and design its infrastructures in order to continue to move towards a service which is driven by the needs of its learners and its employers.

For CTSW Skills Ltd this means:

#### **Programme offer and range**

The provision of excellent learning opportunities for young people aged 14-19 within the travel-to-learn area. This will include partnership working with schools, other post 16 providers and other agencies to ensure within Plymouth and Devon a balanced and inclusive vocational offer at a range of levels which equips all our young people with the skills for employment, further or higher learning and wider social and community engagement. We will continue to offer a wide-ranging apprenticeship offer and foundation learning which looks to address issues around worklessness and low aspiration.

The provision of a responsive, employer facing 16-ig and 19 plus curriculum which helps to raise the skills of the nation, giving employers and individuals the skills, they need to improve productivity, employability and social cohesion. This will include the provision of a level 2 or 3 in agreed sector areas, through work based learning or other funding streams; a programme of full-cost recovery programmes which meets local or regional needs.

#### **Improving our offer to employers through:**

Promotion of Apprenticeships and engaging with employers to support choice

- CTSW Skills Ltd will ensure that all of our social media platforms/website are up to date and current at all times. Advertising our services through various channels which will include local newspapers and industrial/commercial/household flyer drops of our services.
- Making employers aware of the range of training options through appropriate events, Myth busting events and Vocational Sector events to ensure employers will have the best information they can to support them with choice.
- CTSW Skills Ltd will hold employer information events as required such as Breakfast information channels including Find and Apprentice (FAT).
- Supporting employers wherever necessary to access/use digital platforms to enable them to use/choose which Standard they require this will include location/s of delivery proposed and agreed.

Development and support creating flexible co-created and bespoke programmes which will include provision for coaching and mentoring as required

- Providing employers with choice and flexibility to develop and train their apprentices through co-creations of programmes/training delivery which could include flexible and bespoke delivery such as day release versus block release, innovative joint delivery within employer premises and/or training site whilst adhering to the Standard requirements.



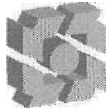
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- Providing employers with mentoring and coaching support, if required, especially if this is their first experience of employing an apprentice. This could be direct from CTSW Skills Ltd
- Providing employers with mentoring and coaching support, if required, especially if this is their first experience of employing an apprentice. This could be direct from CTSW Skills Ltd staff or by budding the employer with another employer that has vast experience of employing and delivering apprenticeships to enable them to make informed choices from an independent perspective.
- Project planning to ensure, for each company, an understanding of underlying business need and an adequate analysis of training needs; Ensuring that the delivery of any standard will support their business need.
- Providing briefings for delivery staff, employers and employees to ensure shared expectations, this will include methods of engagement are used, employer access to learner's to support on and off the job delivery and cohesion;
- Offering training packages which respect the needs of the business as a whole and impact positively on the business; Engaging employers in vocational development and embedding employability; developing flexible lifelong learning to meet both the employer and employee needs.
- Engaging employers to support the delivery of our offer, not only including learning, teaching and assessment but also learner's personal development, behaviour and welfare.
- Providing learner research opportunities and employer focused work-based projects, that will inform business practice and that promote knowledge transfer

### Managing Relationships During Delivery

It has never been more important to develop strong working relationships with employers and continuously engaging with them, since the introduction of the new Apprenticeship Standards. Forging close relationships with supervisors allows synergy of learning from both training provider and employer. Key areas of focus are:

- **Recruitment of Trainers/Assessors** – The recruitment of experienced and enthusiastic delivery staff through our thorough vetting proces5 is of paramount importance. It is of equal importance to ensure high quality training is given to staff and that they receive regular reviews and CPD.
- **Induction session** – Once an apprentice is placed, both them and their employer will have the opportunity to attend a welcome session. This session is based at CTSW Skills and provide valuable information to both around what to expect during the training, ways of capturing evidence, One File, preparation for any exams and EPA.
- **Training and Assessment** – The training and assessment process will put employer engagement, partnership and feedback at the centre of our delivery plan. It will ensure synergy between the objectives of the employer and young persan and allow all parties maximum benefit from the process. The trainer will have bi-monthly review meetings with the employer and apprentice as a minimum and more if required. The trainer will ensure to , feedback any concerns or example of good practice to senior management team. Trainers



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will place a high priority on the detailed recording of any support, training or mentoring on One File to ensure that both employers and all CTSW staff are kept fully up to date with progress and concerns.

- **Coaching and mentoring** – All employers are encouraged to assign a workplace mentor or buddy in addition to their supervisor or line manager. Workplace mentors often assist in the fine tuning of the learning process offering valuable insight into the workings of the company. The role of the Trainers/Assessors is not only to deliver training and information to learners but to mentor the Apprentice whilst undertaking this journey.
- **Recording of training** – All training delivered by CTSW is recorded on One File and any training delivered in the workplace is to be recorded on the training log which is not only used to evidence 20% of the job but also to capture potential evidence and planning future learning. It is imperative that both employer and apprentice can access these records to ensure a collaborative approach to learning.
- **Employer Satisfaction Surveys** – The marketing team are responsible for distributing employer reviews on a quarterly basis. These reviews will take two forms; Anonymous reviews will allow employers to speak freely and for CTSW to identify any general issues and patterns. Named reviews will be a much more targeted feedback system allowing senior management to deal with specific issues in a direct way.
- Escalation of concerns – it is imperative that concerns are escalated as soon as possible whether from employer or learner. CTSW encourage, regular and open conversations with all involved and every learner and employer will have multiple points of contact within CTSW as well as multiple mediums to raise concerns including feedback questionnaires, reviews with trainers and additional reviews with senior managers. All concerns are initially fed back to line managers and both Corporate Strategy and Operations Directors should be made aware.
- CTSW Skills Ltd - Will ensure all employers are versed in who their named initial point of contact is via the commitment statement but also who they need to engage with if there needs to be escalation of any concerns.
- **Provide employers** - Schedule of regular reviews to monitor learner progress throughout the period of delivery, to ensure there is continual engagement, this can take the form of face-to face, telephone, email or other forms of communication.
- **Provide detailed** - Financial costings to support all training programmes; and clear instructions of where the training will be delivered and on which CTSW Skills Ltd location.
- **Overall responsibility for managing relationships** - The ultimate responsibility for managing employer relationships will be the Training Director, but all employers will be given a detailed procedures for Complaints in delivery and financial as part of their commitment statement and employer service level agreement
- Communication and general enquires - CTSW Skills Ltd promise to handle enquiries and general communications promptly and efficiently and reviewing standards of customer service and evaluation of how these are dealt with and to ensure both employer and apprentices are aware of the processes; regularly. All employers and apprentices will be given information on who to contact and complaints procedure.



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Position in Company	Name	Signature	Sign off date	Version History
Finance Director	Mandy Davey	<i>M Davey</i>	12/06/2021	Version 1
Director	Mandy Davey	<i>M Davey</i>	12/06/2022	
Director	Mandy Davey	<i>M.Davey</i>	2023	