

## Employer Engagement Policy and Process 2020-21

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### 1. Introduction

- a) North of England Training is committed to establishing long terms relationships with our employer clients in order to deliver the highest quality vocational training in the child care and education sectors.
- b) We were established in 2008 and have worked with a number of our client organisations including local councils for over 10 years. We offer clear and transparent information to all applicants to enable them to make fully informed decisions relating to qualifications and study opportunities.

### 2. Our Approach

- 2.1 NOET's overall for employer engagement activity is the responsibility of Emmelia Taylor, operations director.
- 2.2 Our employer engagement policy and practice is designed to ensure that we:
  - 2.2.1 Build effective long term effective relationships with employers in order to deliver high quality training including apprenticeships.
  - 2.2.2 Work with employers who are committed to the development of their employees and who are committed to apprenticeships.
  - 2.2.3 Jointly design and deliver training programmes which meet the employer needs and add value to their business ensuring that we jointly select and deliver appropriate Apprenticeship Standards which meet the needs of the individual

and the business bringing significant added value to both in line with the latest industry practice.

- 2.2.4 Ensure that we recruit eligible apprentices and deliver programmes which enable individuals to acquire significant new skills, knowledge and behaviours and equip Apprentices for either a new role or for substantial career progression.
- 2.2.5 Retain our employer customers.
- 2.2.6 Directly employ teachers and trainers who have expert up to date industry knowledge and who utilise the latest teaching methods and techniques.
- 2.2.7 Sustain regular two-way communications and adopt a proactive approach to responding to employer feedback.

### **3. Employer Engagement Activity**

- 3.1 Each year we review our business and training operations. This review includes an assessment of the current market, learning needs and the overall demand for training. We operate in the highly regulated and licensed sectors of education and childcare. We review current qualifications, horizon scan for legislative and regulatory changes which require changes to the qualifications we deliver and also liaise with the awarding bodies with whom we work to identify forthcoming changes.
- 3.2 In addition we review our current employer clients and assess the potential for the delivery of new programmes with existing clients and their employees and also identify potential growth opportunities and target employers.
- 3.3 We then produce our business engagement and marketing plans and activities for the year

### **4. Initial Employer Engagement**

- 4.1 Initial employer engagement is undertaken by either one of our directors either Emmelia Taylor or Ben Woods who have 10 years of experience working in the childcare and education sectors.
- 4.2 Ongoing relationships are managed by Emmelia Taylor.

### **5. Developing Programmes**

- 5.1 Following the initial engagement stage NOET undertakes a quality assured process working with the employer to define their training needs and to put the apprenticeship programmes in place. This includes:
  - An assessment to determine which apprenticeship standards will be delivered, volumes and timings and off the job training activity.
  - Supporting employers with recruitment using the Find an Apprenticeship service and other national portals if they are recruiting.
  - Determining the roles which NOET will play and the elements where the employer will be directly involved including the direct aspects and stages

of the apprenticeship including recruitment, initial assessment, programme design, training delivery, progress reviews and readiness for EPA.

- We agree pricing, employer contributions and the process by which these will be collected/monitored.
- We alert the employer to the Funding Rules and requirements as they apply to employers and any financial support which may be available depending on the size of the employer (under 50 employees) and incentives such as National Insurance employer contribution relief in respect of those who are under 25.
- For Levy-paying employers, we check they are registered with the Apprenticeship Service and know how to set up their cohort.
- We agree any additional training that the employer may require in addition to the standard and which the employer will be charged for.

5.2 Support is also provided where requested by the employer to select an appropriate End Point Assessment Organisation.

5.2 Following completion of these stages NOET a contact for services (Employer Terms and Conditions) is agreed and signed with the employer.

5.3 To ensure the health & safety and safeguarding of learners we also undertake due diligence checks of the employers with whom we are delivering training including apprenticeship training.

## **6. Recruitment and Eligibility**

6.1 In advance of the recruitment of Apprentices a detailed process is undertaken (NOE Initial Assessment process) alongside the employer to determine both eligibility and the most appropriate training route.

6.2 New apprentices can be recruited via one of three processes:

- Employer led recruitment
- NOET led recruitment
- Existing employee

6.3 Basic eligibility checks are undertaken by the relevant NOET colleague development team (e.g. 50%+ working time in England, right to work in UK and EEA citizen or non-EEA with right to work and 3 years+ in EEA) with queries escalated to specialists in our contracts team. The business development team colleague also checks hours of work and salary to ensure legal compliance. They also undertake a preliminary review of the proposed apprentice's skills needs, namely that they are:

- in a new job that requires new knowledge and skills; or
- an existing job role, where the individual needs significant new knowledge, skills and behaviours to be occupationally competent.

6.4 For the recruitment of new roles we encourage and monitor the use of the recruit an Apprentice website by employers and support them to advertise opportunities & their specific vacancies.

## **7. Programme Delivery**

- 7.1 Arrangements to agree the role of the employer in the delivery of the apprenticeship.
- 7.2 Arrangements are in place to engage both learners and employers in the EPA process. After the completion of on-programme learning, the learners completes mock exams to prepare them for the EPA process. The employer, learner and trainer meet to discuss the readiness for submission to gateway. Once all parties agree that the learner is ready, application to gateway is submitted by the tutor. The learner is contacted by allocated EPA for next steps.

NOET has well developed systems in place for on-programme progress monitoring, reporting and action planning apprentices and communicating this to employers on a regular basis. In addition, NOET conducts regular reviews with apprentices and their workplace supervisors. Both employers and Apprentices are actively engaged from the outset, are briefed on the role and purpose of reviews and encouraged to actively participate and comment on progress and are encouraged to take responsibility for any required actions.

- 7.3 Reviews are carried out every eight weeks with the employer and learner present. The reviews are recorded both paper based and through our eportfolio system. These are accessible to both employer and learners to review targets, progress and IAG.

## **8. Employer Feedback**

- 8.1 NOET gather feedback from employers on a systematic basis as part of our overall quality assurance process. This is gathered by:
- Reviews with employers
  - Surveys
  - Feedback questionnaires

## **9. Quality Assurance Process – Employer Role and Feedback**

- 9.1 Employer and learner feedback is encapsulated in the quality assurance process. Feedback is analysed quarterly and to the SLT team. Annually feedback is quantified and then analysed. This information is used to inform the quality improvement plan.

## **10. Associated Documents**

Complaints Policy

Quality Assurance Policy

Quality Improvement Plan

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