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### QUALITY MANAGEMENT SYSTEM POLICY

Employer Engagement Policy

The implementation of this particular Policy must always be carried out in conjunction with, and meet the requirements of the GDPR Policy.

**Quality Statement**

“The **Engineering College** Quality Management System operates to support and guide staff, learners and employers in effective engagement with the services and products provided by the organisation, seeking to ensure a consistent and continuously improving quality experience to exceed the user’s expectations”.

**Our Vision**

***“To inspire a new generation of Engineers.”***

**Our Mission**

***“Delivering outstanding technical training and assessment, connecting industry with education”***

**Our Values**

***“To act professionally with integrity and strive for excellence”***

QUALITY CHAMPION – J. Armour Review – Dec 19

**Introduction**

The Engineering College provides training and development for our local community and the engineering industry in a wide range of sectors. We believe that engaging and working in partnership with employers to help develop and deliver learning programmes ensures commitment and successful outcomes for our apprenticeship programme and supports other learning programmes.

**Purpose**

The purpose of this policy is to define our commitment to “Outstanding” employer engagement, linking education and industry , understanding the need to work in partnership with employers and their employees (Apprentices) to develop and train apprentices and keep them informed of progression throughout their learning journey supporting the local community and inspiring the next generation of engineers.

**Scope**

The policy covers all employers and their employees and staff involved in the delivery of our apprenticeship programme. To engage employers to be involved in their employees training and development and enhance the delivery of Traineeships, ITEC programme and all commercial courses.

**Responsibilities**

The Engineering College staff are responsible for ensuring that employers are involved from the beginning stage of promoting apprenticeship right through the journey and supporting continuous development of our employer engagement service. We have a dedicated employer engagement Team at all levels who are responsible for providing a professional service.

**Management**

**CEO** – Responsible for strategic planning continuous and professional development of technical training for industry.

**Senior Management** – Responsible for delivering an outstanding employer engagement service to all our employers.

**Engineering Skills Manager** – Responsible for supporting existing employer database and the engagement from all parties across the apprenticeship journey.

**Engineering Education Manager** – Responsible for developing and working with employers to provide a curriculum offer that meets the needs of employers, apprentices and the requirements of the standard and apprenticeship.

**Contracts Manager** – Responsible for engaging with employers regarding the contractual requirements for the apprenticeship journey. This involves liaising with Education and Skills Funding Agency to ensure up to date knowledge on government legislation is communicated to employers. The Contracts Manager also offers information and guidance on funding methods whether it be via the Apprenticeship Levy of government co-investment. Providing continuous support with digital levy accounts to ensure employers are comfortable with all aspects of the funding methodology.

**Quality Manager** - Responsible for driving continuous improvement and quality assurance for the service we give, updating policy and procedures annually, providing information on progression quarterly and achievement biannually for apprentices and employers. Providing safeguarding and learner support training, advice and guidance for employer and apprentice.

**Staff:**

**Business Relationship Coordinator** – Responsible for promoting apprenticeship vacancies with employers through current applicant’s placement opportunities for in centre learners, advertising through the ‘Find Apprentice Training’ service. Providing strong communication links with applicants and employers, coordinating day to questions, complaints and issues as they arise. Working closely with our network of employers to ensure their individual needs are met through the advertisement and recruitment of an apprentice.

**Commercial Sales Coordinator** – Responsible for promoting and advertising commercial courses with existing and new employers Providing strong communication links with employees, associates and employers, coordinating day to questions, complaints and issues as they arise. Working closely with our network of employers to ensure their individual training needs are met.

**Marketing Officer** – Responsible for providing relevant material and events to engage new and existing employers and applicants.

**Training Officer Team** – Responsible for the apprentices and employers involved in their caseload and acting as a mentor to the apprentice and employer in the workplace. The Training Officers are the ‘outside’ face of the Engineering College meaning they will have close connections with relevant staff at the employer’s premises. They will work alongside supervisors and mentors ensuring training and assessment is carried out and evidenced to meet the plan of delivery, supporting any changes to circumstances and any training and development gaps within the workforce.

**Administration** - Monitoring and reporting on attendance and informing employers on a daily basis with timesheets, and any evidence behind any relevant concerns.

**Procedure**

**Promotion of Apprenticeships and Employer Engagement**

* Marketing our offer for apprenticeships and commercial courses to existing and potential employers through; newsletters, forums, website and social media and face to face with employers through our specialist team of Training Officers.
* The college have a series of open days throughout the year which we involve and invite employer to support, one of which is held during national apprenticeship week. This is for potential candidate’s, to highlight the future opportunities in Engineering and Manufacture and Employers are invited and involved in supporting this event, giving career guidance and real life experience to potential candidates.
* Attendance on employer forums, working alongside the Engineering Construction Industry Training Board (ECITB) and the Group Training Association (GTA) network.
* Working with employers in the trailblazer groups to develop new apprenticeship standards that are fit for industry in order to address skills shortages in our sector.
* Regular marketing to our employer’s network making them aware of new training and development opportunities through emails, social media, face to face meetings, newsletters and forums.
* Training Officer Team working with the employer on site to establish training needs and promote our commercial arm.

**Approach against Training and Delivery Relevant for Industry and Sector.**

* Strategic planning on recruitment of staff to allow for the flexibility and delivery of programmes that align with employer needs.
* Staff are representative for SME’s on five active ‘Trailblazer’ forums producing the apprenticeship standards for industry.
* CEO is on the Board director at GTA England working on consultation for Tech Levels for apprenticeships to support shaping future apprenticeships.
* Member of the Liverpool City Region LEP “making it board” working on industry 4.0. This allows us an insight into the local authority’s plans for addressing priority skill areas which we will share with our network of employers once developed.
* Attendance on employer forums, working alongside the ECITB employers the GTA network and chair of regional STEM skills network (Science, Technology, Engineering and Mathematics)
* Working with employers and professional bodies in the trailblazers to produce standards for industry.
* Work with the sectors employers to produce apprenticeship solutions, specifically in composites, medical engineering, metal fabricator, welding, engineering construction and working towards Industrial Digital technologies

**Recruitment of Apprentices and Other Training Services.**

* Support employers to advertise and promote vacancies ensuring the employer is offered the use of the free ‘Find Apprenticeship Training’ tool to broaden their advertisement campaign.
* Working with the employer to find the most suitable programme to meet their training requirements. A training needs analysis may be carried out to assist with this.
* Providing information and guidance on the different funding methods, including eligibility and payment options.
* Advice is provided and applicable to the correct funding method for the employer whether it is on a commercial basis, be full government funding, employer co-investment or levy.
* Contract support – informing employer of all contractual requirements and working with employer on any fundamental changes to legislation, ensuring they are kept up to date with the latest versions.
* Supporting with application process for local authority grants to support employers accessing funding to upkeep the cost of recruitment.
* Providing a robust recruitment and selection process that compliments the employer’s procedure by screening individuals through our initial assessment process and offering an administration service.
* Our Traineeship, Schools and ITEC programmes allow us to have a pool of learners training and developing for industry and available on employer demand.
* Provide a recruitment matching service against pre apprenticeship programme, their goals and aspirations for preferred occupation against employer requirements.
* Our initial assessment process allows us to produce candidate competency checks on potential candidates to support suitability to employment.
* Support around government legislation, off the job training requirements, how this can be supported in the workplace, information on what can be included as off the job training to enable them to support the apprentice and achievement of EPA.
* Provide detailed training plans to confirm employer and apprentice requirements prior to sign up.

**Planning the Training and Development of Programmes and Apprenticeships**

* Adapting delivery to accommodate prior learning and achievement of individuals producing a commitment statement and delivery plan identifying key goals and milestones
* Working with employers to establish a curriculum offer that works for all aspects of apprenticeship and or training. Tailoring a model of delivery that suits the employers and employees needs that is flexible and adaptable in changing circumstances.
* Offering robust training packages that meet the employer and employee needs as a whole and has a positive impact on staff development and outcomes.
* Providing suitable teaching and assessment options that support the industry, qualifications, standards or framework and the employer i.e. lectures, assessments, mentoring and coaching
* Sequencing skills and knowledge delivery to meet the individual, employer and apprentice priorities and enabling them to prepare for gateway assessments and EPA.
* Planning of any additional training requirements the employer requests that support the occupational competency of the employee.

**Continuous Employer Engagement throughout the Apprenticeship or Programme**

* 6-8 weekly progress reviews completed in the workplace with the employer and assigned training officer continuously ensure that all parties are aware learner progress against expected standard and preparation for EPA.
* The progress reviews should detail what the apprentice needs to complete and what the next stage is within the delivery plan and SMART targets set.
* Progress reviews also give the opportunity to identify any training requirements in addition to what’s required for the framework or standard and set out in the training plan. At this point training plans will be amended.
* Learner reviews that capture training and development and further advice and guidance for apprentice’s employers and employees.
* Employers are invited in four times a year to discuss any aspects of the delivery of service with employer engagement team.
* Continuous Levy support through one to one meetings, briefings, telephone support.
* Employers are required to train and deliver upon apprenticeships and prepare employees for end point assessment with the support from our training officer team.
* Providing flexible payment schedules that suit the needs of the employer to support co-investment with ongoing communication around when payments will be due
* Assisting with online levy account and further support in control of levy account on behalf of the employer. Addressing any queries, issues arising from the apprenticeship levy
* The training officer team identify and support any further training opportunities upon completion of the apprenticeship that meet the employer needs.
* Administration and attendance support for apprentices
* Learner welfare and safeguarding support
* Commercial team support training support for employer and all business needs.

**Complaints Concerns and General Enquiries**

* Centralised log and dedicated staff to record and support for day to day enquiries they arise
* Business Relation Coordinator assigned to efficiently and promptly handle and any feedback or compliant to improve service and feedback to employers.
* Strong employer engagement team to act promptly, professionally and efficiently as and when required.
* Dedicated training officer team on site to support regularly.

**Monitor and Improving Employer Engagement**

* Measuring employer satisfaction through annual surveys and consistent feedback throughout the programme.
* Monthly review of recorded enquires, complaints, concerns and outcomes at employer engagement meetings.
* Manage and maintain database of employer contacts to send out updates and surveys
* A robust QA service to ensure quality of delivery, through OTL, IQA, EQA, Learner / Employer feedback, performance data is reviewed periodically throughout the year
* Policies and procedures are reviewed and amended when required.
* Annual quality report produced supporting continuous improvement to delivery of service.

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