SOUTH & CITY COLLEGE

# Employer Responsive Policy

# Employer Responsive Policy

1. Policy Purpose

1.1 To provide outstanding vocational education and training that meets the needs of employers, their workforce and benefits the regional economy and community.

2. Policy Framework

2.1 To work collaboratively with partner and stakeholder organisations such as the Education and Skills Funding Agency, Greater Birmingham Local Enterprise Partnership, Local authorities and the West Midlands Combined Authorities, the Chamber of Commerce and other representative and sector organisations to ensure we understand the economic and skills priorities and align our approach and offer to meet these need

2.2 Work actively to engage and understand the recruitment and training needs of employers in priority sectors of the local and regional economy. Ensure that employers are aware of and understand apprenticeship reforms, including the change from frameworks to standards and all funding rules. Ensure employers are aware of and are actively using National Apprenticeship Resources such as Find an Apprenticeship Training provider database and the Apprenticeship Service System.

2.3 Use the intelligence gathered from employers, partners, stakeholders and economic modelling tools to inform the development of College provision including apprenticeships and training and the content and structure of study programmes and work placements.

Assist companies in the development of staff training, recruitment approaches and strategies to equip their workforce with the vocational and personal skills required to meet business needs and provide sustainable employment careers progression.

2.4 Support curriculum colleagues to deliver training that is responsive to the business operations of employers and the new developments in business practise, product development which will assist companies in the region to develop a culture of continuous improvement and comply with legislation and sector requirements

2.5 Promote Equality and Diversity and Health and Safety good practice to employers during engagement and training delivery.

2.6 Offer additional support to learners within the workforce who need additional support in achieving learning objectives.

3.    Policy Operating Requirements

3.1    Maintain a Customer Relationship Management system and update all information held in accordance with Data Management Policies.

3.2    Comply with all audit, contract, data, equality of opportunity, funding, health and safety, quality and safeguarding, requirements defined by funding bodies and the College.

3.3    Undertake regular employer surveys to ascertain the quality and effectiveness of the services provided and inform improvement activity.

3.4    Maximise funding opportunities in support of college objectives.

3.5    Provide holistic advice to employers to identify the best resolution to their needs from the wide span of business support available, including but not limited to, work experience, non-funded provision, pre-employment provision, access to ESF and other special projects and other business support services available from stakeholder organisations such as the GBSLEP, WMCA, local authorities and other projects.

3.6    Support employers to understand apprenticeships including reforms and actively promotes apprenticeships to both individuals and organisations.

4.    Policy Implementation

4.1    This policy will be implemented by the Employer Services Team, in conjunction with SLT/CMT, the adopted College Strategic Plan and the various documents referred to therein.

5.    Responsibilities

5.1    Ultimate responsibility for the implementation and compliance with this policy will rest with the Vice Principal for Innovation and Development.However, the Vice Principal will delegate, specific areas of responsibility to the management team.

5.2.   The Vice Principal will be responsible for ensuring all members of SLT, CMT and employer responsive teams across the college are familiar with this policy and disseminate the information to all persons under their management or direction.

6.    Equality and Diversity

6.1    The College will ensure that its Employer Responsive Policy operates within the spirit and letter of the College's Single Equality Scheme. An equality impact assessment has been carried out and this identifies no significant risks.

7.    Safeguarding

7.1    Implicit in this policy is the commitment from the college to ensure the Employer Responsive Policy fully embraces the Keeping Children Safe in Education statutory guidance.

7.2    The college will ensure that its Employer Responsive Policy promotes safeguarding of children and vulnerable adults.

# Roles and Responsibilities

Vice Principal - Curriculum: Development & Innovation

Overall responsibility for the Employer Services Team, makes decisions and works with curriculum on new programme development. Support the team to resolve any issues raised as part of the account management and complaints procedure. Works across college to ensure sharing of best practice in all areas and reports to corporation.

Director - Responsible for the quality of delivery and of the Employer Services Team.

Works across the team to conduct impartial employer and apprentice telephone surveys for feedback, takes samples of reviews and contracts to ensure accuracy and supports with employer requests and with any issues raised as part of the account management and complaints procedure.  Leads of the ESFA annual survey with regular reports to Senior Leadership Team and Corporation and the implementation of an action plan if required.Also responsible for the college's pre-employment delivery team who create and deliver bespoke training packages to help unemployed candidate's access work opportunities.

Deputy Director – Responsible for Construction Gateway, pre-employment programmes and community outreach. Setting targets and KPI's attached to specific projects and working with employers and community leaders to develop new initiatives to encourage community engagement.

Assistant Director – Responsible for the day to day management of the employer engagement team.

Supports the team to develop sector knowledge and ensures up to date understanding of standards being delivered or in pipeline, organises CPD with EPAO's to ensure employers are given up to date information.  Ensure Employer Facing literature is up to date and the team are aware of national branding to promote apprentices including the Find Apprenticeship Training service. Works with curriculum colleagues to set profile of new starts each academic year and advises on the introduction of new standards based on labour market information.Sets monthly targets for new enrolments for the employer engagement team and monitors these through regular one to one meetings. The Head of Employer Engagement will also work with Apprenticeship Managers to explore delivery methods to ensure flexibility in programme design to meet employer demand from feedback received. This is then communicated to the Employer Engagement Managers to use at client meetings.  Represent the college at regional and national steering groups, roundtables, trailblazer groups to ensure SCCB remains at the forefront of sector and industry changes.

# EMPLOYER SERVICES TEAM

## Business Consultants

SCCB have a team of five employer engagement managers, each of whom are responsible for a specific sectors, these are broadly Engineering and Construction, Professional, Creative and Digital, Service Industries and Care. However it is expected each employer engagement manager will work with their clients to provide a holistic solutions package to support their needs, cross promoting sectors where appropriate. Each Employer Engagement Manager is responsible for engaging with new employers and maintaining regular contact through an account management process (see below). The Employer Engagement Managers are the first contact point for any employer question, comment or complaint which, if required can be, escalated to the Head of Employer Services and further as per our complaints procedure.Employer Engagement Managers broadly agree the delivery of apprenticeship provision with the employer and support in the recruitment of new apprentices to fill vacancies as well as the process of upskilling existing employees who are moving into a new job role.

## Apprenticeship Managers

Apprenticeship Managers have overall responsibility of the delivery of the apprenticeships within their faculties. On receipt of a completed contract from the Employer Engagement Team the apprenticeship managers will assign as assessor and be responsible for tracking and monitoring progress throughout the programme. This is tracked through our virtual learning environment, SMART assessor.

## Assessors

Assessors each have an individual case load of apprentices, they will finalise a delivery plan with the apprentice and employer on completion of a full skills scan and prior learning diagnostic to include English and Maths.  The training plan is a negotiated plan to ensure any bespoke training and/or delivery requests are taken into consideration.  Assessor are responsible to ensure that apprentices are on track throughout programme and ensuring the recording of all training taking place throughout the apprentices by all parties.  The assessor will have a minimum of eight weekly reviews with apprentices and their line managers to review progress, create action plans and agree targets.  This is tracked internally at MOT meetings between assessors and apprenticeship managers, fortnightly at the Apprenticeship Managers Meeting – which includes representatives from Employer Engagement, Audit and Quality Teams – and at a termly Apprenticeship Strategy Group Meeting which reports to the college's governors.

## Admin Team

The admin team provides support to the wider business services team ensuring that compliance standards and employer engagement processes are adhered to.Creating reports and data to enable the Assistant Director to feed into SLT the data against targets to support wider college planning.

# METHODS OF ENGAGEMENT

Our methods of engagement vary between sectors, this includes membership and working with stakeholder business communities such as the Chambers of Commerce, Federation of Small Businesses, Institute of Technology, CBI and others. Attendance at industry relevant sector groups across the city.  The college also runs its own business network – InBusiness - which has over 300 active members who meet on a termly basis for networking but also to develop strong ties between the college and local business community.  The Employer Engagement team are tasked to be specialists in their sector areas and identify best methods of communication and run several sectored specific workshops for employers to update on new standards, general industry feedback and skills shortages.

# Communications Flow Chart
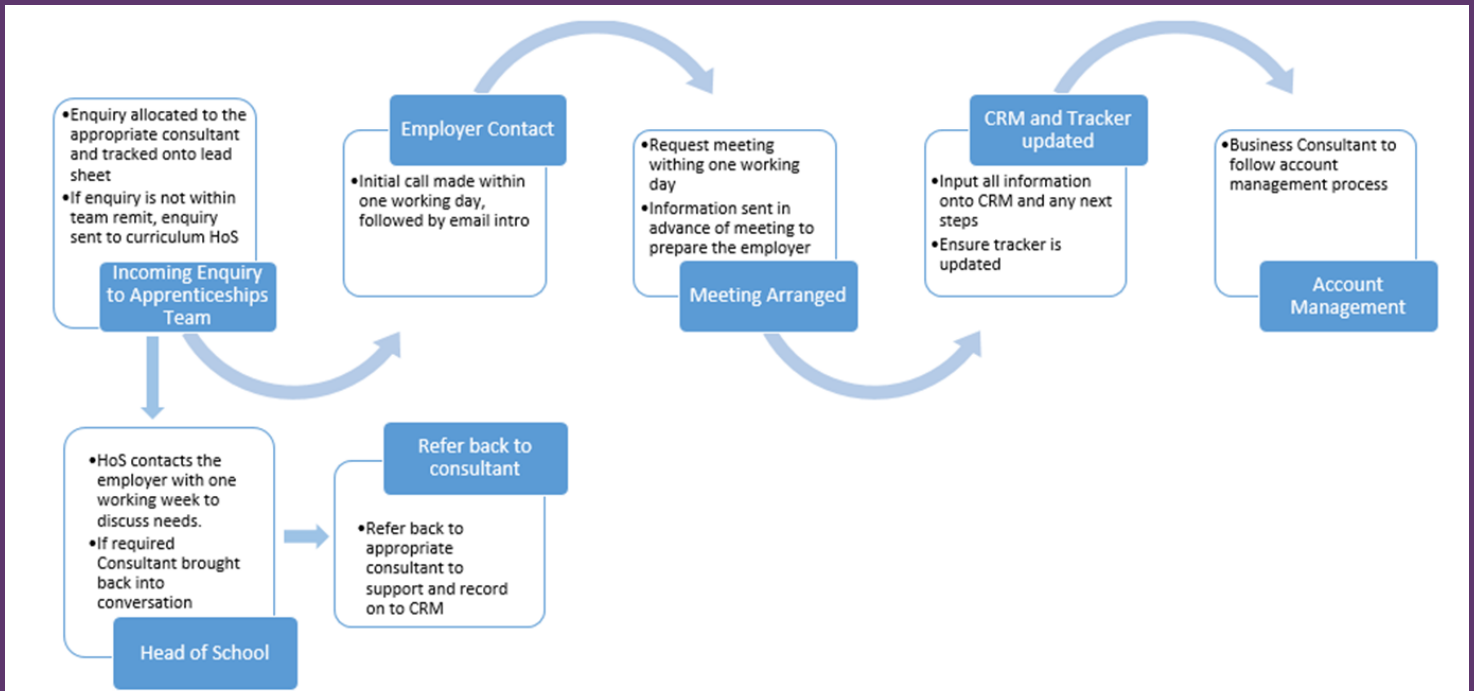
# Whole College Offer

Apprenticeships

Offer a range of apprenticeship standards to meet the needs of the local economy, this is available for both upskilling existing employees as well as a free recruitment service for new starts. Off employer's full guidance on apprenticeship funding rules, incentives and wider developments.

## Construction/Engineering and Motor Vehicle

·Bricklayer [287]
·Property Maintenance Operative [23]
·Installation Electrician and Maintenance Electrician [5]
·Engineering Technician (Technical Support Technician) [167]
·Gas Engineering Operative (Worcester Bosch ) [74]
·Plumbing and Domestic Heating Technician [225]
·Gas Engineering Operative [74]
·Refrigeration Air Conditioning and Heat Pump Engineering Technician [49]
·Civil Engineering Technician [259]
·Building Service Engineering Senior Technician [275]
·Construction Site Supervisor [502]
·Wall & Floor Tiling [380]
·Advanced Carpentry and Joinery [240]
·Carpentry and Joinery [239]
·Building Services Design Technician [178]
·Civil Engineering Technician [199]
·Wall & Floor Tiling [380]
·Bus & Coach Engineering Technician [134]
·Autocare Technician [283]

# Whole College Offer

## Professional Services

·Business Administrator [196]
·Assistant Accountant [133]
·Accounts / Finance Assistant [488]
·Professional Accounting/Taxation Technician [117]
·Information Communications Technician [618]
·Digital Marketer [78]

## Care and Education

·Early Years Educator [430]
·Teaching Assistant [297]
·Senior Healthcare Support Worker [151]

# EMPLOYER SERVICES TEAM

Pre-Employment Activity - We work with employers to develop and recruit to bespoke pre-employment programmes to ensure they can access job ready candidates to full their recruitment needs. This can be designed for an employer, or a group of similar employers, who have a minimum of 5 vacancies.

In-Work Learning - We have been successful in securing funding to be able to deliver the below qualifications fully or part funded for employees in the West Midlands Area:

- Health & Social Care Diploma's at level's 3, 4 and 5
- Level 2 Certificate in Common Health Conditions
- Level 2 Certificate in Understanding Working in the Health Sector
- Level 2 Award in Awareness of Dementia
- Level 2 Award in Prevention and Control of Infection
- Level 2 Award in Awareness of End of Life Care
- Level 3 Certificate in Preparing to Work in Adult Social Care
- Level 3 Certificate in End of Life Care
- Level 3 AAT Diploma
- Level 4 AAT Diploma
- Access to Healthcare Professionals (Level 3) with a focus on BAME and those from BAME backgrounds only
- Access to Nursing (6 months fast track)
- Level 4 NVQ Diploma in Construction and Building Services Management and Supervision (Sustainability) – (50% Funded)
- Level 5 NVQ Diploma in Construction and Building Services Management and Supervision (Sustainability) – (50% Funded)

If an employer can demonstrate a need for training that is traditionally none funded but it will help their staff progress within work we can apply for funding to support this training need.

Work Experience - As one of the largest FE College in the UK we have a large student body available for work experience to form part of employer's talent pipeline and succession planning.  This could be a short placement of a few days or a week or involvement in the Capacity Development Fund which is a minimum of XX days over the academic year and the employer may be eligible for incentive payments.

Bespoke Training and Short Courses - We are able to design and develop short courses and programmes to meet organisation training.   Examples of this could be one day team leading programme or customer service programmes.  These are designed in conjunction with employers to meet needs that cannot be satisfied by a traditional long level qualification.

# Apprenticeships

**1** Establish business needs and share the college offer including ; SWAPs, AEB, Placements and FCR. Provide a pack including all information: Standards, employer guide, safeguarding handbook, AEB and SWAP information. Explain the apprenticeship commitment and suitability of the role to meet the expected outcomes of the apprenticeship standard

**2** Complete a health & safety check, working agreement and skills checklist to confirm safety of work environment, record on CRM

**3** Set up apprenticeship digital account with employer if new to apprenticeships and ensure all permissions are correct to enable recruitment if required and apprentice management. Levy accounts BD will ensure permissions are set.

**4** Agree timeline, next steps and follow up meeting

**5** Job description for Vacancy discussed and taken if possible, alternatively agree date for receipt of JD and recruitment timeframe

**6** Vacancy submitted to the National Apprenticeship Service and employer is supported by an internal resourcer to screen, shortlist and arrange interviews, feedback and apprenticeship offer, Resourcer to confirm agree start date with employer and account manager.

**7** Once position has been filled and start date confirmed, account manager to draw up the contract and revisit employer for completion and to request cohort creation on the apprenticeship digital account.

**8** On completion of DAS and contract a referral is created and submitted to the audit and compliance team for action

**9** Arrange quarterly review with employer to identify and additional or future engagement/training

# Ongoing Support

**1** Referral is received by audit and compliance who will check: employer digital account is linked to SCCB, permissions have been granted and a cohort request has been submitted

**2** Apprentice is sent an enrolment link to complete an online application form and BKSB maths and English assessments and once complete the referral is submitted to the apprenticeship manager to allocate to the appropriate assessor

**3** Assessor will make contact with the employer with 48 hours to arrange a sign up meeting to complete the skills scan, training plan, app forms, commence training and confirm first college attendance date

**4** Assesor performs full diagnostic of prior learning and reports to audit and employer engagement team any APL required. Assessor agrees final training plan with the employer and candidate, to include English and Maths and begins delivery

**5** Assessors confirm frequency of reviews - 8 weekly reviews with apprentice and line manager or 4 weekly for learners who are under 18. Areas of concern are fedback to the account manager if appropriate.

**6** Assessor to record all elements of progress and share this through smart assessor and on request from the employer to ensure that the apprentice is meeting expected milestones and to address any areas of concern that may need further support or development

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# Apprentice Sign Up

**1** Referral is received by audit and compliance who will check: employer digital account is linked to SCCB, permissions have been granted and a cohort request has been submitted

**2** Apprentice is sent an enrolment link to complete an online application form and BKSB maths and English assessments and once complete the referral is submitted to the apprenticeship manager to allocate to the appropriate assessor

**3** Assessor will make contact with the employer with 48 hours to arrange a sign up meeting to complete the skills scan, training plan, app forms, commence training and confirm first college attendance date

**4** Assesor performs full diagnostic of prior learning and reports to audit and employer engagement team any APL required. Assessor agrees final training plan with the employer and candidate, to include English and Maths and begins delivery

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# Full Cost/Bespoke Training

**1** Establish business needs and share the college offer including ; SWAPs, AEB, Placements and FCR. Provide a pack including all information: Standards, employer guide, safeguarding handbook, AEB and SWAP information. Explain the employee/employer commitment and discuss funding option suitability of the role to meet the expected outcomes of the apprenticeship standard

**2** Complete a health & safety check, working agreement and skills checklist to confirm safety of work environment, record on CRM

**3a** If an existing programme is in place, candidate details are taken and passed to curriculum

**3b** Training need discussed with FH/DFH/HoS/other relevent parties within 1 working week of meeting with employer. Potential offer/solution presented within 1 working week for the Business Consultant to feedback to the employer

**4** Business Consultant to arrange meeting with employer and curriculum to agree on operational delivery of the solution i.e. timescales, dates, times, invoicing, funding options (if applicable) etc.

**5** Business Consultant to contact client within within 2 weeks of delivery of the solution to check employer satisfaction and offer further support if needed and plan additional training as required.

**6** Arrange quarterly review with employer to identify and additional or future engagement/training

# SWAP's & Pre-employment

**1** Establish business needs and share the college offer including ; SWAPs, AEB, Placements and FCR. Provide a pack including all information: Standards, employer guide, safeguarding handbook, AEB and SWAP information. Explain the employer commitment of chosen model and suitability of the programme to meet recruitment needs

**2** Complete a health & safety check, working agreement and skills checklist to confirm safety of work environment and record on CRM

**3** Business Consultant to refer to SWAPs team within 2 working days of employer meeting who will in term contact the employer within 2 working days to introduce themselves and arrange an appointment to discuss programme options

**4** SWAPs team to liaise with the employer and curriculum to agree the proposed solution from curriculum and agree time scales, work experience etc.

**5** SWAPs team to liaise with JCP once the solution is agreed to advertise the opportunity and recruit candidates to invite those who are eligible to an assessment day

**6** Curriculum to deliver agreed programme with SWAPs team support on employability skills and the SWAPs team to liaise with the employer to agree work experience and interview dates

**7** SWAPs team to confirm with Business Consultant who the employer has appointed and Business Consultant will follow up with client within within 2 weeks of candidates being employed

**8** SWAPs team to follow up with candidates at 13 weeks to monitor progression

**9** Arrange quarterly review with employer to identify and additional or future engagement/training

# AEB

**1** Establish business needs and share the college offer including ; SWAPs, AEB, Placements and FCR. Provide a pack including all information: Standards, employer guide, safeguarding handbook, AEB and SWAP information. Explain the employer commitment of chosen model and suitability of the programme to meet training and eligibility criteria

**2** Complete a health & safety check, working agreement and skills checklist to confirm safety of work environment and record on CRM

**3a** If an existing programme is in place, candidate details are taken and a referral is passed to curriculum

**3b** Training need discussed with FH/DFH/HoS/other relevent parties within 1 working week of meeting with employer. Potential offer/solution presented within 1 working week for the Business Consultant to feedback to the employer

**4** Business Consultant to arrange meeting with employer and curriculum to agree on operational delivery of the solution i.e. timescales, dates, times, invoicing, funding options (if applicable) etc.

**5** Business Consultant to contact client within within 2 weeks of delivery of the solution to check employer satisfaction and offer further support if needed and plan additional training as required.

**6** Arrange quarterly review with employer to identify and additional or future engagement/training

# Work Experience & Placements

**1** Establish business needs and share the college offer including ; SWAPs, AEB, Placements and FCR. Provide a pack including all information: Standards, employer guide, safeguarding handbook, AEB and SWAP information. Explain the employer commitment of chosen model and suitability of the placement to meet course and student criteria

**2** Complete a health & safety check, working agreement and skills checklist to confirm safety of work environment and upload all information to WEX

**3** Work experience officer (WEO) to liaise with faculty colleagues to share the opportunity and set out out parameters of the offer to the learners

**4a** WEO to brief learners and send details/CVs to the Employer within agreed timescales for the employer to carry out interviews where applicable and select candidate. Before sending on placement parental consent forms will be completed for learners aged 16 – 18

**4b** If the opportunity is a group activity WEO will coordinate the activity with curriculum and relevant departments ensuring that parental consent forms are completed for learners aged 16 – 18

**5** WEO to continue to support learners and employers throughout their placement and carry out scheduled reviews to be recorded on the WEX system

**6** WEO to arrange quarterly review with employer to identify any additional or future engagement/training