



Employer Engagement Policy

(see additional information at the end of this document related to Apprenticeship standards)

Policy Statement

Lynher Training Limited is a training and assessment centre providing Land-Based vocational training and qualifications for anyone working in the land-based sector, including employers and employees, apprentices, volunteers and other individuals throughout Devon and Cornwall, and beyond.

We recognise the importance of engaging and working in partnership with employers and their employees (including Apprentices), to identify training needs, and develop suitable learning packages, including Nationally recognised work-based qualifications.

We recognise the need for flexible Apprenticeship programmes to meet both Employer and Apprentice needs, and we strive to develop flexible training plans by working closely with Employers throughout the duration of the apprenticeship. This working relationship developed between Lynher Training and the employers we provide training for, serves to assist the learners in their qualification journey, and ensures that their training and development is fit for purpose, and is an important component in learners' attainment of their goals.

Purpose

The purpose of this policy is to set out our commitment to engage employers in their employees' training and development, and to keep them informed on their progress and development.

Scope

This policy covers:

- all training and assessment offered by Lynher Training Limited, including Certificates of Competence (including licence to practice), apprenticeships, vocational qualifications, functional skills, short courses and specialist subjects. It covers Levels 1-4 Nationally recognised qualifications at Award, Certificate and Diploma level, and a range of technical Awards, and certificate of competence awards.
- All employees involved in the delivery of vocational qualifications and training.

Roles and Responsibilities

Lynher Training Limited is responsible for ensuring that employers are engaged in their employees' learning and development, and their qualification journey.

Lynher Training's directors Allen and Karen Howell, are ultimately responsible for managing relationships with employers, and Lynher staff will seek guidance from the directors as



appropriate, for any significant decisions or changes.

Quality Manager (Amy Holding) is responsible for ensuring that a copy of this document is available to all employees (Lynher), and that the policy and procedures are reviewed annually.

The Program operations Manager (Karen Howell) and qualification manager (Sonia Hicks) are responsible for ensuring the adherence of this policy by all employees (Lynher), supporting assessors with any identified issues with learners, and ensuring employer's involvement as appropriate.

The Qualifications Manager is responsible for ensuring the policy is available to learners and employers on the web site, and that they are aware of how to access it.

Lynher Training Limited's **marketing admin team** are responsible for marketing and advertising Lynher training, as a potential training provider, to employers, both on Lynher Training's website, and for Apprentices, -on the Apprentice Service website. Apprentice vacancies and Apprentice applications are advertised and managed via the Apprentice service.

Lynher Training Assessors are responsible for involving employers (or their representatives) in progress reviews, and maintaining good working relationships with learner workplace mentors. (EG Plant ops NVQs and work-based fencing)

Lynher Training expect all employees (instructors/ assessors and admin and management staff) to act in accordance with the policy, to facilitate effective employer engagement. Our QA team ensure that this process is regularly reviewed at standard setting events and during observations of teaching and learning.

Policy Implementation – Procedures

Lynher Training Limited will engage and work in partnership with employers to enable regular and effective communication, and to enable any questions or queries the employer or apprentice may have, to be dealt with quickly and efficiently.

Marketing & Employer Communication Processes

- Marketing our service offer to potential partner employers.
- Making partner employers aware of new training and development opportunities for their employees.
- Providing regular reports of learner progress.
- Asking employers to take part in monthly reviews of training needs, and progress of 'on programme' learners such as Apprentices.
- Measuring employer satisfaction through yearly employer surveys.
- Offering training packages which reflect the needs of the business as a whole and impact positively on the Employer's business
- Handling enquiries promptly and efficiently and reviewing standards of customer service regularly
- Managing and maintaining a data base of employer contacts



See also Learner engagement Strategy

Management Processes

- Provision of high-quality assessors and trainers through robust recruitment and selection, and training and development processes.
- Prompt and efficient response to feedback and/or complaints in order to constantly improve our services to employers
- Ongoing development and improvement of training offer, offering teaching and learning strategies which motivate, stimulate and encourage learners as well as meeting employer's requirements
- Development of bespoke training courses to meet the needs of employers.
- Keeping up to date with government policy and advice, External Quality Assurance requirements, Sector Skills guidance, awarding bodies and qualification frameworks' requirements, in order to keep skills and knowledge levels within Lynher Training's employees to the highest standard, enabling staff to provide employers with the most up to date and relevant information about any changes relevant to their business.

Delivery and Monitoring Processes

- Working closely with employers and employer's work place mentors
- Holding regular contract review meetings with employers to gain feedback and answer any questions, informing any changes/ adjustments which may be needed.
- Engaging/ informing employers regarding optional qualification unit choices to ensure the needs of the business are met.
- Completing 8 weekly progress reviews with learners and their line managers
- Setting SMART targets and performance indicators which measure and monitor success and lead to an improving trend.

See also Qualification Assessment Guidelines for individual qualifications. (EG Lantra Work Based Fencing Level 2)

Quality Assurance Processes

- Completing robust Internal Quality Assurance processes to ensure quality of delivery
- Regular performance reviews and observations of teaching and learning (OTLAs) of instructors and assessors, including Health and Safety / Administration Risk Ratings, and Observations of Teaching and Learning
- Regular review and development of the resources available for training.
- Dealing with Complaints and Appeals promptly and efficiently

See also Quality Assurance Policy, and Complaints and Appeals policy



APPRENTICESHIP STANDARDS -additional information about Employer engagement related to the new Standards -Sept 2018

Introduction and background:

In 2018 Lynher Training Ltd commenced delivery of the new Apprenticeship standards, moving from the SASE Frameworks. Now, as well as involvement with Employers and Apprentices, the new Standards entail involvement with EPA organisations, and liaising with both employers and EPA organisations.

To ensure successful and compliant delivery, Lynher Training senior managers have thoroughly prepared for the changes, by undertaking extensive research including: attendance at ESFA and AO meetings, attending ESFA webinars, speaking to Employers, exploring the new Apprentice Standards and Training Specifications. All staff have been thoroughly trained and updated regarding the delivery of the new Standards, but managers have observed that there is still a degree of confusion and uncertainty around the new standards and therefore resolve to monitor developments closely for the foreseeable future, to ensure we can maintain effective delivery, and keep Employers up to date and as well informed as possible. Lynher Training resolve to support Employers through difficult and uncertain times, and to keep in regular contact with the AOs involved with EPAs to help them resolve any issues, to enable and facilitate an early resolution to the current problem, and to feedback developments to Employers.

We have noted:

- discrepancies where Employers have Apprentices undertaking the same standard with different providers. (EG eligible costs)
- EPA organisations engaging with Employers and Providers, and then subsequently dropping the standard offered. For example, Lynher Training started 3 Apprentices on the Arborist standard October 2018, and booked them in for their EPA with City and Guilds. City and Guild have recently informed us they are dropping this EPA due to lack of resources, and there is currently no one else offering this EPA. Lantra Awards say they are close to being able to deliver, but at this time there is no EPA available for these Apprentices.

New Processes (specific to Apprentice Standard delivery from September 2018):

Lynher Training now have in place:

- Full understanding of requirements, systems, delivery and capacity, including knowledge of our responsibilities, and how to engage with the Apprentice service, and Employers
- Planning for transition and Delivery
- Delivering Apprenticeship Standards
- Preparing for End-Point Assessment
- Ongoing innovation and delivery improvement



Employer Engagement -Apprenticeship standards:

Lynher Training Limited promote apprenticeships with employers through the use of find apprenticeship training (FAT), Recruit and Apprentice and the course directory. Employers also find us through our advertisements on: our website www.lynher.com, the Countryside Jobs Service, (CJS), Google Ad words, the Countryside Woodland directory, Woodlands.com, and Arb talk.

Whereas historically, initial Employer Engagement has been by means of Employers contacting Lynher Training direct, either through word of mouth recommendations, or because they are long standing customers, with the new Standards, Employers now also make contact with us as a potential provider by searching on line through the Apprenticeship service, where apprentice vacancies and potential apprentice candidates are advertised, along with suitable Training Providers and details of Apprenticeships.

Once registered on the system, Employers (Levy Payers) and Providers have access to user friendly intuitive information, making it easy for Employers to find suitable apprenticeships and to link with suitable providers.

Lynher Training have worked closely with Employers during the early stages of using the Apprenticeship service, as it has been a 'steep learning curve' for all involved. By liaising closely with our Employers, and by keeping in regular contact, the system has worked smoothly with minimal 'teething problems', which has helped to promote this new system as being an efficient and 'user friendly' replacement to previous systems (prior to standards).

Lynher Training and potential Employers post Apprenticeship vacancies, and manage candidate applications on line, through the 'Recruit an Apprentice' service. Employers are then able to see vacancies and Training Provider availability through the 'Find an Apprenticeship', where detailed information has been posted on the course directory portal.

Lynher Training has taken great care to provide accurate, detailed and up to date information about our current apprenticeship offer, to enable employers to obtain all the information they need to make informed choices. This service enables Employers to potentially find: suitable Arborist and Forestry Apprenticeships, the best and most suitable providers in Devon and Cornwall, - (Lynher training being one of the foremost Providers of Forestry and Arboriculture training in the south west), and suitable arborist and forestry candidates. Candidates are able to potentially find suitable Apprenticeship placements with Employers. Lynher Training advertises the available Apprenticeship standard (the niche Arborist and Forestry operative standard Level 2), to find suitable Employers and candidates looking for this, and enabling contact.

Initial enquiries are passed to the senior training manager for discussion and profiling, to explore the Employer's requirements, and a meeting will usually take place to finalise details. Once agreed, both Providers and Employers manage the apprenticeships on line through the Apprenticeship service, as outlined above.

Once agreement of details has been established, a Contract of services and Commitment statements are sent to the Employer by the training provider, giving details of the apprenticeship, details of all parties involved, agreed costs, Terms and Conditions, and declarations. Once these are returned signed, the candidate can begin their Apprenticeship training.



Employers may contact and choose suitable Providers and EPA organisations themselves, although currently we are providing Employers with support and advice regarding Suitable/available EPA organisations due to the specialist nature of these assessments and the very limited number of organisations offering EPA at present.

As a well-known niche provider on the South West for over 30 years, we are already well known to Employers requiring the specialist Arborist and Forestry Operative Apprenticeships, and many Employers have used our services for general Forestry and Arb training for many years. Employer Engagement is therefore often a continuation of an existing training plan for employees, and Lynher Training take the utmost care to ensure employers are provided with accurate and comprehensive information and advice, enabling a smooth transition into the new Apprentice standards.

Our Apprenticeships are delivered throughout Devon and Cornwall, with much of the 'off the job' training delivery taking place at our selected specialist venues.

Updated May 9th 2019

Reviewed 7th January 2020