

Response to Apprentice Evaluation feedback completed July 2023

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| You Said | We Did |
| **Delivery of functional skills**   * Do the Maths and English before you start with your group so you can finish with the group you started with. * Math and English to done along the course at the same time. * More hybrid maths & English, not all sessions face to face, but understand that some learners prefer this. * I feel that the tutor is under pressure to get people rushed through their math to pass their exams. * Provide further tuition where maths and English is concerned.   **Planning to meet some individual needs.**   * Manage the time better for online sessions. * Maybe pace out a little with workshops. * More face-to-face sessions * It would have helped me to have a fixed day with a cohort of learners that come together to share learning and experiences. I found the course being online a challenge. * Clear course content. I am unclear about the connection between the theory being taught and how this relates to practically coaching an individual. * I feel like training sessions help me to learn and focus and stay motivated. * I struggle to manage getting enough time to complete set tasks for the apprenticeship. Some tasks can take me hours to complete which uses up most of my off the job training hours. * Maybe keep a better tab on making sure apprentices are on target to complete deadlines. * Evaluate how long the modules will take and possibly better manage the work set. * Not have too many assignments on get to gateway if they don't need to be completed. * More free course for people that work * Better understanding of internal council structure and processes to assist with career post apprenticeship. * 10% of apprentices are not informed about the career choices available or understand what they need to do to succeed in their chosen career. | Funding rules do not allow this.  To discuss SMcG  To review the delivery of functional skills maths – potential delivery at employer premises, hybrid approach, access to resources to support timely progression and 1:1 support where required.  Reviewed the process and frequency of triage reviews between tutor, apprentice, and employers.  This will improve communication and support to employers.  Employers will be involved in planning targets and updated with apprentice progress at each review.  Any slippage will be mutually agreed to ensure the apprentice achieves their qualification.  Re-enforce the requirements and expectations with Employers regarding 20% off the job training and functional skills support if applicable.  For all our apprenticeship delivery we adopt a blended approach to delivery. If you require more face to face delivery or 1:1 support please inform your tutor.  Look at Skills for work [Prospectus](https://indd.adobe.com/view/5fd31bf5-3c53-4f48-9256-576a452727cb).  SFW work in partnership with the National Career Service (NCS) and have 2 dedicated employment advisors. If you require careers information advice and guidance. Ask your tutor for a referral to NCS.  All apprentices provided with the details to contact National Careers Service to plan a 1:1 telephone appointment.   * Review aftercare support for apprentices to support career progression and next steps. |