

Response to Employer Evaluation feedback completed July 2023

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| You Said | We Did |
| **Some apprentices would benefit from more face-to-face delivery.**  From managing apprentices previously, they learn and absorb more when it is a face-to-face meeting  Recently 4 apprentices started and there is a new trainer who visits does the training in an afternoon, but trainees would prefer in the morning as this gives them the afternoon to complete the work that the trainer has given them for the next session.  **Better communication and improve support to managers, including more reviews on targets and progress.**  Took a very long time to complete this course for my employee. Through no fault of her own.  Clearer guidance on timeline for end of apprenticeship  Unable to answer as have had little direct engagement with Skills for Work  Apprentice had a change of line management and team during the apprenticeship. Support with a handover of the apprenticeship process with the new line manager would have been helpful.  Better communication when classes have been cancelled or changed for functional skills.  More updates of apprentice’s progress from skills for work  Require more contact, visits and information from the tutors.  Following up with what apprentices about what needs to be done next.  A play off between what the tutor tells apprentice to do and what the apprentice expects to do - as an employer we feel in the middle of this. Over the years we have had really good apprentices, but we feel we have been unfortunate with these apprentices. No reflection on Skills for Work as we employed the apprentices, but it has made me reconsider if I would ever take 2 apprentices on at once again.  **Perhaps an opportunity to ensure greater links with the coaching professional apprenticeship qualification and the work placement.**  Not all of it fits as well as it could do.  Maths and English support not available at some point, and apprentices taking time out not good for Manager in terms of time and workload. Would like some on-site support in training for apprentices.  Proof reading required which tutors used to do but informed by tutor their roles have changed. This is something she feels current apprentices are missing out on.  **Skills for Work should look to deliver apprenticeships in different sectors as well.**  Varied skills set. Could widen roles for apprentices as we have had to go to Birmingham to cover bespoke roles for our other apprentices.  **Staff resources**  Try to stick to one tutor throughout the course as our apprentice has had a couple of changes to tutors, and she has found this difficult.  Add more resources to the team. I have witnessed the department and learners struggle due to the lack of resources such as tutors in the past 2 to 3 years.  **Better communication/ information regarding next steps at the end of the apprenticeship**. e.g.the option for redeployment and further employment. | For all our apprenticeship delivery we adopt a blended approach to delivery. SFW have adapted delivery where requested by individual employers.  Session is now delivered on Tuesday mornings as requested by the employer.  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 timely  Re-enforce the requirements and expectations with Employers regarding 20% off the job training and functional skills support if applicable.  Every attempt is made to contact the apprentice if a class is cancelled at short notice.  Discussed directly with employer  The qualification was requested by the employer and discussed and individuals to ensure that an informed decision was made.  Requirements are discussed and agreed on the commitment statement. This is the historic issue due to FS not available to apprentices during the pandemic. Many apprentices were in re-deployment. This has impacted on them progressing timely.  Apprentices that are exempt still require maths and English development throughout the programme and monitored at review.  Expectation that apprentices are working level FS English level 2. Apprentices need to take responsibility for proofreading their own work before submission. All work is internally verified and returned where required.  Management constantly review the apprenticeship qualifications to meet needs of employers.  Discuss your individual requirements with Mark Fox [mark.fox@bradford.gov.uk](mailto:mark.fox@bradford.gov.uk)  Skills for Work specialise in qualification in the business and professional sector.  New apprenticeship qualifications under review are:   * Teaching Assistant level 3 * Customer Service Specialist Level 3 * HR Support Level 3   As a result of Covid 19 Skills for Work went through a restructure in June 2022.  New staff have been recruited and this situation should now be improved over the last 6 months.  Apprenticeships are viewed as a growth area within Employment & Skills and more resource is being requested.  Skills for Work, work in partnership with the National Careers Service and have 2 dedicated careers advisors to support our service.  All apprentices are notified of this support available to them at the start of their program. A referral can be made at any time during their apprenticeship.  We will review aftercare support processes from when learners entre gateway and up to 12 months after leaving program with Skills for Work and support with career progression opportunities. |