

## INTRODUCTION

KCL is an independent training provider delivering apprenticeships. We believe that engaging and working in partnership with the employer in their employees learning and development assists the learners in their training qualifications. Employer engagement ensures each individual learning plan provides the skills, knowledge and behaviours individuals and employers need to achieve their aspirations and goals. The KCL offers a variety of apprenticeship qualifications in the following subject areas;

- Legal, Accounting and Finance
- Care Services
- Education and Childcare

The organisation has provision which includes apprenticeships to both levy and non-levy paying employers, education funding (Study Programme) for those aged 16 and above.

## KCL MISSION STATEMENT

Kingdom college exists to tackle employability and skills gap for the wider workforce community. Our business ideas support this mission by using high quality technology to deliver and high-quality learning for individuals and support for businesses.

To achieve this mission, the Managing Director and senior management team are committed to the following strategic priorities:

- Consistently deliver an exceptional learning experience.
- Establish KCL Training as an employer of choice in the local area.
- Ensure a sustained investment in technology (hardware/software) to improve internal efficiency and enhance the learning experience.

## OUR CORE VALUES

- We understand that every learner has individual needs, by anticipating, accommodating, and embracing change in the individual learning plan we deliver.
- At KC integrity, transparency trust and quality are at the centre point of everything we do.
- We encourage open communication.
- Collaborative culture is promoted, and individuals have a degree of autonomy and take ownership for their decision.
- Sustainability of the business is central to our business ideas. This principle enables us to continuously improve quality standards and invest in the people associated with us.

## PURPOSE

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

## SCOPE

This document covers all vocational curriculum offered by KCL, including apprenticeships, vocational qualifications, functional skills, short courses and specialist subjects at award and certificate level and at various levels.

All employees involved in the direct delivery of vocational qualifications and training as well as those employees that support this key process indirectly.

## STRATEGY

At KCL we pride ourselves on the professional relationships we currently hold with employers and future relationship with the new partners. We have set a target of 90% repeat business. In addition to current employers, we actively seek to develop relationships with new employers ensuring that we continue to prioritise employer engagement.

Both direct and indirect delivery staff are encouraged to liaise closely with employers to support continued delivery of the curriculum we offer as well as ensure our learners are ready to work to industry standard in their chosen area.

We develop close links with employers across all our programmes to offer apprenticeship opportunities which support our learners in gaining the underpinning knowledge, understanding and skills at a technical and occupational level. Learners in industry progress well throughout their qualifications, being able to apply their work experience to their qualification and likewise apply their theory of what is learnt studying their qualification out in industry. Learners develop their behaviours and attitudes which are necessary to lead successful careers.

KCL will engage and work in partnership with employers through:

## MARKETING & EMPLOYER COMMUNICATION PROCESSES

- Marketing our service offer to both current and potential partner employers through the use of our website, social media i.e. Twitter and LinkedIn, promotional material such as leaflets, catalogues, and posters, and at events.
- The Digital Marketing and Promotions Officer will continuously review the company website and [www.findapprenticeship.service.gov.uk](http://www.findapprenticeship.service.gov.uk) website ensuring our portfolio of qualifications remains up to date.
- Ensure logos such as the Education and Skills Funding Agency, Apprenticeships, and Awarding body logo appear on marketing and promotional material.
- Use the findaapprenticehship website as a market intelligence source to identify employers looking for apprentices.

- Advertise our offer and locations on the 'Find Apprenticeship Training' service, and advertise this platform through promotional material such as leaflets and posters, social media, i.e. LinkedIn and Twitter, internet and discussions with potential employers.
- Work with employers to advertise their vacancies through the national apprenticeship website.
- Ensuring we maximise our attendance at events and conferences throughout the geographical locations we work with.
- Use market intelligence to identify sector specific employers to market our offer to. For example, attending the opening of a new accounting firm which may provide opportunities.
- Working with all employers on a training needs analysis, to support employers in identifying any gaps with training and development that supports business needs and those opportunities which will have a positive impact on the business.
- Provide employers with Monthly e-newsletters which include blogs and information bespoke to specific sector areas.
- Making partner employers aware of new training and development opportunities for their employees through the monthly e-newsletter, telephone calls and employer meetings.
- Provide timely feedback to employers on the recruitment process when we are sourcing candidates for their apprenticeship.
- Inviting employers to take part in monthly (more frequent if required) 'Keep in touch'/contract review meetings to discuss learner progress and performance, formally recording these meetings.
- Support employers in identifying new apprenticeship opportunities, working with employers to shape roles, responsibilities and qualifications to meet this.
- Ensuring employers are provided with contact details of key personnel within marketing. Handling employer enquiries made through telephone, website and on email within 24 hours and reviewing standards of customer service regularly.
- Managing and maintaining our MIS database of employer contacts.
- Be impartial, advise and give robust and thorough information and guidance when liaising with employers.
- Ensure learners are 'matched' accordingly, based on programme of study and aspirations, to apprenticeship opportunities.
- Ensure that activities undertaken are GDPR compliant.
- Offer employers flexible delivery models which include delivery outside the 9.00am-5.00pm working day including weekends, the incorporation of technology such as zoom within delivery.
- Provide employers with the 'Employer Handbook' detailing frequently asked questions and key procedures such as the Complaints Policy and Appeals Process.
- Provide employers with the contact details for KCL's business development officer [faiz.subhani@kingdomcollege.org.uk](mailto:faiz.subhani@kingdomcollege.org.uk) should the employer wish to provide feedback, raise a concern or a complaint.
- Ensure that standards are promoted such as Legal, Accounting and Finance, Care Services, and Education and childcare within geographical locations across the West London, particularly in Ealing council.
- Review our marketing literature annually to ensure it remains up to date.
- Co-ordinate and host employer events, inviting local employers to the centre to showcase our offer and provide information on apprenticeships.

- Hosting apprenticeship fairs in partnership with local councils, inviting local employers and potential apprentices to provide information to the apprentices.

## MANAGEMENT PROCESSES

- Providing high-quality assessors and trainers through robust recruitment and selection and training and development processes.
- Ensure that there is adequate number of assessors and trainers to support delivery of qualifications across numerous locations.
- Acting promptly and in accordance with the complaints policy to respond to feedback and/or complaints received in order to improve services and maintain employer relationships.
- Ensure survey results and feedback from employers are shared with the board of trustees and within key meetings such as the management meetings.
- Continuing to evolve and improve the training offer, offering teaching and learning strategies which motivate, stimulate and encourage the learners as well as meeting the employer's requirements.
- Maintaining a qualification portfolio which meets the needs of employers. Keeping up to date with government policy and advice, awarding bodies, sector skills guidance; awarding bodies, local enterprise partnership, Institute for Apprenticeships and qualification frameworks/ Standards informing partner employers of changes relevant to their business.
- Managers will present at key conferences and local events on the apprenticeship reforms, encouraging employers to take on apprentices or up skill existing staff through apprenticeship provision.
- Share best practice amongst the workforce.
- The Business development manager (Faiz Amin Subhani) is responsible for ensuring periodic meetings take place with employers and updating this on the MIS database.
- Managers will regularly support the marketing team, meeting with employers to gather feedback, share best practice and work with employers on curriculum development.
- Managers will work with employers to re-engage learners who may be slow to progress or require support.
- Promote success and recognise achievement by hosting, sponsoring and attending celebration events.
- Managers will keep up to date with changes in specific sector areas and disseminate information down to the marketing and delivery staff.
- Managers will work with employers on CPD opportunities for both KCL's company staff and the employers team.
- Carry out quarterly audits to ensure KCL continues to deliver a good service.

## DELIVERY PROCESSES

- Working with employer mentors to support delivery, discuss progress and review learners. Engaging employers in optional unit choices to ensure the needs of the business are met.
- Completing eight 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.
- Be responsible for ensuring 20% off the job training is undertaken and meets requirements. Highlight to managers learners who are not progressing, or those who require support.
- Work with the employer to identify suitable work tasks that the learner can undertake in order to achieve their work placement and apprenticeship.
- Delivery staff to champion apprenticeships and act as a positive role model when working out in the industry. Support employers with contributing to learners progress via the e-portfolio system, OneFile.

## QUALITY ASSURANCE PROCESSES

- Completing robust Internal Quality Assurance processes to ensure the quality of delivery.
- Regular performance reviews and observations of the people delivering training.
- Periodic review and development of the resources available for training.
- Measuring employer satisfaction and gathering feedback through yearly employer surveys.
- Support employers with the completion of the FE Choices Survey.
- Following employer feedback produce 'You Said, We Did' posters and circulate to employers.
- Reviewing processes for complaints and ensuring employer complaints are dealt with in a timely manner and in line with the Complaints Policy.
- Review the employer handbook on an annual basis.
- Use feedback from employers to inform the quality improvement process and suggest new ways of working which would be contained with the annual quality improvement plan.
- Analysis of data for employers including achievement rates and progress for managers to provide to employers on a periodic basis.

## ROLES AND RESPONSIBILITIES

KCL is responsible for ensuring that employers are engaged in their employee's learning and development and qualification journey.

## MANAGER'S RESPONSIBILITY

The business development manager is responsible for ensuring that a copy of this document is available to all employees and that the policy and procedures are reviewed annually. The head of quality is responsible for ensuring the adherence of this policy by all employees. In addition, managers are responsible for supporting assessors with issues with learners and involving employers as and when appropriate. The business development manager/ digital marketing and promotions officer is responsible for ensuring the policy is available to learners and employers on the web site. The business development manager is responsible for ensuring that the marketing team promote the company to employers and that quarterly meetings take place with employers.

## LEARNING AND DEVELOPMENT COACH'S RESPONSIBILITY

Assessors/Trainers are responsible for involving employers (or their representatives) during the learner's induction, production of the learners individual learning plan and 8 weeks progress reviews whilst maintaining good working relationships with learner workplace mentors. Assessors and trainers will champion apprenticeships and work in conjunction with the marketing team to promote the company and its services to employers.

## INDIVIDUAL'S RESPONSIBILITY

Individual employees are required to act per the policy, to enable employer engagement. Failure to do so may be considered as an act of misconduct and may result in disciplinary action being taken.

## POLICY VALIDITY

This policy is valid for the academic years 2023-2024 and is due for review in July 2024.

## POLICY OWNER AND REVIEWER

The Senior Manager responsible for this policy is the business development manager.

## POLICY MONITORING, REVIEW AND EVALUATION

A review of this policy will form part of the annual process of self-assessment for the apprenticeship delivery and employer engagement and will involve input from a range of stakeholders including staff, students, awarding organisations, regulatory bodies and others.

**Last Reviewed date:** 01-08-2023

**Next Review Date:** 01-07-2024

Mark Simpkins, Chair of the Advisory Board

