

## **Employer Engagement Practice**

### **PROMOTION**

Always Consult's principle method of promotion for apprenticeships is through referrals and 'word of mouth'. Whilst we aim to grow our apprenticeship business, we wish to do so at a steady and manageable rate.

We will promote our services directly to employers through a face to face meetings or on occasion webinars or conference calls. During these meetings we will explain our services and how (if) they could be utilised by the employer. If we do not deliver the required programme, then we will use the opportunity to promote apprenticeships and signpost the employer towards the ESFA Find Apprenticeship Training (FAT) website.

### **ENGAGEMENT & INITIAL MEETING**

Our overall employer engagement practice is set out graphically in the flowchart below. As above our principle method of engagement with employers, following an initial meeting will be through a further meeting(s). During this meeting we will undertake the following activities:

- Conduct a Training Needs Analysis (TNA) of the employer to determine whether our services and locations will be appropriate to the needs of the employer and any specific training needs.
- Identify the appropriate apprenticeship programme for the employer and their staff.
- Identify any constraints to the training taking place (e.g. shift patterns).
- Identify the employer' specific requirements, aspirations, areas for focus and additional training needs that can be incorporated into the apprenticeship training.
- We establish timelines and a development pathway for the employer specific apprenticeship programme and delivery timelines for the proposed programme.

### **INITIAL COURSE DESIGN**

Following the above meeting(s), we will undertake our own internal course design. This will include identifying specific, measurable programme objectives and outcomes. We will identify the best methods of training delivery to suit the needs of the employer and learners, taking into account different learning styles. Finally, we will link the objectives and outcomes to the apprenticeship curriculum and form a proposal for the delivery of the training.

### **EMPLOYER INPUT**



Prior to the final version of the delivery plan for the programme being produced we will engage with the employer, often more than once, in order to get their input and feedback on the programme. The feedback will be integrated into the programme design process. We will present the final version of the programme to the employer to gain agreement prior to delivery.

### **IDENTIFICATION OF APPRENTICES**

In parallel to the programme design process above we will engage with employers to identify the most suitable way for them and their business to identify individuals to take part in the course. This process will often focus internally at their existing staff and may on some occasions require them to recruit new members of staff.

We will work with the employer to determine the best way of identifying participants and ensure sufficient advice and guidance is provided to the prospective apprentices, about the nature of the course, the commitment and their suitability for it. We will also engage with the managers of the proposed apprentices to ensure they will be supported through the programme.

### **CONTINUOUS ENGAGEMENT**

Once the programme is underway, we will continue to engage with the employers to:

- Provide regular (at least every 3 months) feedback and reports of the progress of apprentices undertaking the programme.
- Feedback on the evaluation of the programme.
- Recommend and discuss any changes to the programme.
- Continue to develop the programme for future apprentices.
- Address any complaints, issues or concerns not already being addressed through the mutually agreed complaints procedure.

All of our employers will have a principle point of contact within Always Consult and we will request the same from them. We hope and expect to achieve a regular formal and informal dialogue between these two individuals. Our Head of Apprenticeships is our overall client lead and if he is not the nominated point of contact with in Always Consult, will undertake be ultimately responsible for the management of the employer relationship.

