

Information and Guidance for Employers

Welcome to the SLIC Training employer information and guidance page. Whether you are a prospective Employer looking for a training package with us or an existing employer we hope you will find the following information useful. We hope you enjoy your experience with us and we will do all we can to ensure your relationship with us is rewarding.

What we do.

SLIC Training has been in operation since 2008 and is based in Chesterfield, Derbyshire. We operate not only in the East Midlands but nationally, providing training solutions in the following target sectors;

- Land based
- Health and Social Care
- Public Sector
- Hospitality
- Retail

Our business plan and employer engagement strategy

Our business plan identifies our objectives and targets between 2008 / 11. The main points are identified here, but a full version of the business plan and our employer engagement strategy can be found on the employer tab of our webpage.

Our Vision

Our purpose is to deliver the knowledge and skills development which enables individuals and businesses to succeed and prosper in the twenty first century.

We will achieve our Vision by being Responsive, regularly reviewing and enhancing the services we provide. We will ensure that our courses, programmes and services continuously improve and are tailored to demand.

Our Mission

To inspire Employers and Individuals by the delivery of quality education and training.

Our Approach

In the education and skills sectors we operate in we will be the provider of (first) choice for individuals and businesses. We will provide quality delivery and support and continuous responsive development of new programmes.

Values

As much as we are a Limited Company we are also a Values driven one. We will achieve our vision by being true to important core values.

Our values define us internally and externally, they guide our behaviour, provide a shared identity and depict a contract with each other and with our clients.

Our Values Statement

- We treat everybody as an individual and support her or him accordingly
- We work together and support each other to achieve success
- We act always with integrity and professionalism
- We are committed to our learners and employers

Sectors and Markets

Clearly identifying the markets we operate within is important. It adds to the definition of who we are and what we do, providing clarity for ourselves and for the people and employers we serve. We chose our markets because of the strengths and capabilities we have and the skills we can bring to provide the best service for our clients.

The employer engagement markets we will operate in during the lifetime of the plan are:-

- Train to Gain learners and employers
- Apprenticeships
- Offender learners
- Full Time learners
- Helping employers and individuals meet legislative requirements through training
- Specific Employer Engagement Support and Consultancy
- Unemployed clients
- Bespoke Training

The 14-19 Markets we will operate in during the lifetime of the plan are:-

- 14-19 Diploma in 3 lines
- Jigsaw in Chesterfield and South East Derbyshire
- Full cost bespoke provision
- Young apprentices

It is recognised that sectors have differing needs and a range of options in terms of products, funding and delivery patterns must be developed to best meet employer needs. It is also recognised that SLIC is not in a position to effectively meet all these potential needs and therefore links with partner organisations is key.

We see our activities within these markets as follows:

- (1) NVQs and Skills for Life, vocationally related programmes at levels two and three and numeracy and literacy support (Skills for Life)
- (2) Apprenticeships
 - Both levels of apprenticeships but in selected vocational areas
- (3) Full Time provision but in selected vocational areas
- (4) Training for Offenders (OLASS)
- (5) Employer Engagement

- (6) Full Cost programmes for business clients

(7) Train to Gain supported programmes

(8) Consultancy

Aims

- To Develop a Marketing Strategy and roll out to Employers and Learners.
- To develop and maintain strong partnerships with a wide range of organisations and agencies in order to meet the wide needs of learners and employers, underpinned by strong systems and procedures for referrals, funding and client management
- To deliver a responsive service and quality provision in target sectors and markets, continually enhancing our programmes and services and thereby growing the business
- To develop an infrastructure and skilled workforce to successfully deliver contracts, achieving a good Ofsted inspection and smooth audit(s)
- To maintain a secure financial base and excellent business processes, to achieve continuous improvement in organisational efficiency, effectiveness and value for money
- To provide high quality resources and facilities for our learners and staff
- To improving the quality, motivation, skills and commitment of our staff

RISK

The planned reduction, by the LSC, of adult funding will place a greater emphasis upon growing provision that is not LSC supported. The machinery of government change means new relationships must be developed with the local authorities, SFA, YPLA, DIUS and JCP to name a few as the LSC are phased out. It is recognised that there is greater potential for this in some sectors than others. The strategy is therefore to diversify income streams through various activities including:

- Full cost income generation
- Bidding for ESF, DWP and other funded work
- Developing strong relationships for sub-contractual arrangements
- Making effective use of labour market intelligence to develop provision where there is demand and jobs
- Developing consultancy support in identified areas

- To respond to the needs of a diverse customer base which includes: learners, employers, offenders, unemployed.
- European Market

Targets

- 1) Achieve matrix standard by June 2009
- 2) Achieve Training Quality Standard by December 2009
- 3) To deliver 1000 Train to Gain in Yr1, 2 and 3
- 4) To deliver 100 Apprenticeships' Yr 1, 150 yr2 and 200 yr3
- 5) To deliver 25 Full Time learners Yr 1, 100 yr2 and 150 yr3
- 6) To generate £30,000 through full cost and consultancy work in Yr1, £60,000 in yr2 and £100,000 in yr3
- 7) Engage in 14-19 Diplomas from September 2010 in at least 3 diploma lines
- 8) Increase capacity with Jigsaw project in Chesterfield and South East Derbyshire and also additional areas.
- 9) Grow links and business in European markets.

Frequently asked questions

What training does SLIC provide?

A full list of qualifications we are accredited to deliver can be found on our website or upon request.

However, we would be advise you to discuss your business needs with our Business Development Manager, who would be more than happy to discuss training solutions with you . If we are unable to meet all or part of your training requirements, we will advise you of other training organisations who may be able to help.

Who do I contact if I need information?

For general enquiries – Tel 01246505144

For training solutions – talk to James Annerson, our Business Development Manager, on 07912 514861 or email james.annerson@slictraining.org.uk. Our normal office hours are 9.00a.m until 5.00p.m, Monday to Friday but please feel free to leave a message with James outside these hours . Any messages left with James outside these hours will be dealt with the following day, Monday to Thursday. Messages left after 5.00p.m Friday and over a weekend will be dealt with by James on Monday, or the day after a bank holiday.

All employers who we work with receive our monthly newsletter via email providing further information and updates.

How much will I need to pay for training?

Many of our training solutions will not incur a cost at source (subject to eligibility). For example apprenticeship and Train to Gain packages do not incur a cost to the employer; however this is dependent on meeting government eligibility criteria. All that we ask is that the employee and yourself spend time with us discussing your training requirements and setting time aside for you and your employees to meet with our assessor.

If you require bespoke training packages we will discuss the options and cost with you. All our qualifications can be delivered via full cost provision where the employer will pay for the training we deliver. These could be one day training leading to a qualification, or a longer term training programme.

Where and when is the training delivered?

We pride ourselves on providing training solutions wherever and whenever is most appropriate to the employer and employee. All courses can be delivered and assessed in the workplace but if your employees are local to our offices in Chesterfield we have a dedicated training room. Whatever the circumstance, we aim to cause the minimum disruption to normal working practices. Your business needs and training requirements will be discussed with our staff before training commences. Not all training may lead to a qualification, particularly for full cost courses where the employer pays for the cost of training. Again, we will discuss the most appropriate options with you.

What happens next?

Our dedicated staff are here to help you with any enquiries you may have. After you have discussed your business and training requirements with us informally we will discuss the best course of action with you. Normally our Business Development Manager or another member of staff will arrange to come and see you face to face to discuss your business and training needs in depth. We may also identify other training solutions which may be applicable to your organisation to meet current legislative requirements. We will confirm your training requirements and solution in writing. Within a short time you will be contacted by our designated Trainer / Assessor who will work with you to ensure the training delivery is meeting your needs. Throughout training we will be asking for your feedback on how we are doing as well as feedback from your employees.

What are work - based qualifications?

The majority of qualifications we deliver are work based. Traditionally these have been National Vocational Qualifications or NVQ's. If your training solution is met via Train to Gain or Apprenticeship programmes, part or all of that provision will be via work based learning qualifications.

By December 2010 all NVQs will be replaced by an Award, Certificate or Diploma in work based learning (WBL) qualifications under the Qualification Credit Framework (QCF)

For both NVQs and WBL qualifications you or your employees (Learners) will be assessed carrying out tasks which satisfy the national occupational standards of the particular qualification you are doing. For example if you are completing a NVQ level 2 in Customer Services you will be assessed on how you deal with customers on different occasions. learners must prove to your Assessor that you can do this to a good or 'competent' standard. As well as being assessed carrying out tasks, learners will be assessed on your knowledge and understanding of the task i.e. why you do the things you do.

NVQs and WBL qualifications cover all the main aspects of an occupation, including current best practice, the ability to adapt to future requirements and the knowledge and understanding that underpin competent performance.

NVQs and the new QCF work based qualifications are comprised of units. Within these units Learners are required to demonstrate competence carrying out particular tasks and demonstrate knowledge and understanding to cover that unit. All NVQs have mandatory and optional units which learners must complete to gain the full qualification.

QCF work based qualifications differ from NVQs in that Learners can progress from Award, to Certificate to Diploma within a level 1,2 or 3 qualification.

Apprenticeships

If you are on an apprenticeship scheme under the QCF, learners may need to achieve a Diploma at Level 2. In addition learners will need to achieve other qualifications to complete the apprentice framework including key skills or functional skills at Level 1 in Communication and Level 1 Application of Number. Much of the evidence required for key skills can be gained from normal everyday work. The designated assessor will discuss this with you and your employees as appropriate. Some apprenticeship frameworks will have additional short qualifications for learners to complete as well as online. Again, our Assessor will discuss this with you.

If Learners are on an advanced apprentice programme, learners must achieve a Level 3 Diploma in work based learning (QCF) and key skills as Level 2. Our assessor will discuss this with you.

How are NVQs / WBL qualifications achieved?

When new learners start a qualification with SLIC training, the Assessor will help them to:

- Identify what they can do already
- Agree on the standard and level they are aiming for
- Analyse what they need to learn and be trained upon

- Discuss activities that would allow them to learn what they need.

NVQ's/WBL qualifications are suitable for learners who already have skills and want to increase them, but also for those who are starting from the beginning.

Definition of NVQ and QCF levels

NVQs are organised into five levels. The following definitions provide a general guide to the progression from one level to another. It is not a requirement that you start at level 1 and work up. For example, if you are responsible for a certain amount of planning and overseeing others in your workplace you may want to start at Level 3. However, you may wish to progress to a higher level once you have completed a NVQ at a particular level. Your Assessor will give you and your employer (if applicable) guidance on what your progression options are.

Levels	Description
Level 1	Competence that involves the application of knowledge in the performance of a range of varied work activities, most of which are routine and predictable and may be demonstrated through assisting others.
Level 2	Competence that involves the application of knowledge in a range of varied work activities, performed in a variety of situations. Some of these activities are complex or non-routine with some individual responsibility. Working with others, perhaps in a team, is often a requirement.
Level 3	Competence that involves the application of knowledge in a broad range of varied work activities performed in a wide variety of situations, most of which are complex and non-routine. There is considerable responsibility and autonomy and control, management or guidance of others is often required.
Level 4	Competence that involves the application of knowledge in a broad range of complex, technical or professional work activities performed in a variety of situations and with a substantial degree of personal responsibility and autonomy. Responsibility for the work of others and the allocation of resources is often present.
Level 5	Competence that involves the application of a range of fundamental principles across a wide and often unpredictable variety of contexts. Very substantial

personal autonomy and often significant responsibility for the work and management of others and for the allocation of substantial resources features strongly, as do personal accountabilities for analysis, diagnosis, design, planning, execution and evaluation.

How Learners are assessed.

Whatever the training solution we agree with you, it is possible that the training solution we agree will involve assessment. Your Assessor will discuss a range of assessment methods with you to enable learners to achieve depending on the requirements of your qualification. Here is an outline of the methods you may choose:

1. **Direct observation** – Assessor observes a learner carrying out a task.
2. **Oral questioning or professional discussion** – a very useful assessment method which assesses underpinning knowledge and consolidates performance evidence when required.

Sometimes the Assessor may not be present to observe the learner carrying out tasks. However, you can still collect evidence. Evidence can still be collected by a learner to show tasks have been achieved to high or competent standards. Evidence submitted by a learner to be assessed could include:

3. **Written or Product evidence** – Examples of this could be:

- **Written answers to set questions** which satisfies underpinning knowledge
- **Written testimonials** from witnesses such as an Employer who can confirm that tasks have been performed to a competent standard.
- **Products of work** – this could be documentation Learners have completed e.g. risk assessments.
- **Photographic evidence**
- **Assignments & Projects**
- **Diary evidence**
- **Reflective accounts** – Similar to diary evidence but in addition, the learner evaluates their work identifying improvements they could make and what they have learned.
- **Tests**
- **Accreditation of Prior Achievement/Learning (APA/APL)** – Evidence which learners have completed previously (e.g. 3 year first aid certificate, projects and assignments, GCSEs), can be used towards the current qualification.
- **Video recordings/Camera recordings**
- **Audio recording**

Other support you can expect from SLIC Training

Everyone at SLIC Training Ltd aims to ensure that the business needs identified at the commencement of our training solution is being met. Every time our assessor Assessor visits and assesses you or your learners they will inform the learner what has been achieved and discuss actions for the next visit.

The Assessor visits will be a combination of training and assessing depending on current experience and knowledge. The Assessor will also be able to give the learner and yourself further advice on where to find other information to enable completion of evidence.

Safeguarding

All learners receive regular progress reviews throughout training provision. Employers are encouraged to give feedback on training provision through this process. Our assessor will discuss safeguarding, health and safety and equal opportunities with the learner on a confidential basis. If any issues are identified which merit further investigation, the assessor will report this to the Quality Manager, the designated safeguarding person at SLIC training who will decide further action to be taken, if any, which may involve the Employer.

For further information of our safeguarding process please contact our Quality manager

telephone 01246 505 144 or mobile: 07912 516386 or email john.hall@slictraining.org.uk