

# Employer Engagement Policy

## POLICY STATEMENT

Cavity Training believe that engaging and working in partnership with the employer in their employees learning and development assists the learners in their qualification journey and ensures that their training and development is fit for purpose and is a key component in learners' attainment of their goals.

## REASON FOR THE POLICY & OBJECTIVES

The purpose of this policy is to set out our commitment to engage employers in their employees training and development and to keep them informed on their progress and development and covers all vocational curriculum, offered by Cavity Training, including apprenticeships, vocational qualifications, functional skills, short courses, and any specialist subjects.

## POLICY

Cavity Training is responsible for ensuring that employers are engaged in their employees learning and development and qualification journey and will engage and work in partnership with employers through:

### Marketing & Employer Communication Processes

Marketing our service offer to potential partner employers through, for example, Find Apprenticeship Training (FAT), The Learning Network and Apprenticeship Directory where employers can search for apprenticeships or a named training provider.

Making partner employers aware of new training and development opportunities for their employees through holding Open Days and advertising material/course programme catalogue

Providing monthly reports of learner progress and addressing any concerns raised

Inviting employers to take part in quarterly 'Keep in touch' meetings (dependant on employer needs – may be more often)

Measuring employer satisfaction through yearly employer surveys and contract review meetings

Offering training packages which respect the needs of the business as a whole and impact positively on the business, these will be developed through co-creation of pathways to meet employer and apprentice needs.

Handling enquiries promptly and efficiently and reviewing standards of customer service regularly.

Managing and maintaining a data base of employer contacts

## **Management Processes**

- ❖ The Line Managers/Head of Department (HoD) have overall responsibility for managing relationships with employers to ensure that effective decisions are made in relation to the training, delivery, and progression of pathways.
- ❖ Providing high quality Skills coaches and trainers through robust recruitment and selection and training and development processes
- ❖ Acting promptly to respond to feedback and/or complaints in order to improve services.
- ❖ 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.
- ❖ Building bespoke training courses to meet the needs of partner employers.
- ❖ Keeping up to date with government policy and advice, External Quality Assurance Agency, Sector Skills guidance; awarding bodies and qualification frameworks and Informing partner employers of changes relevant to their business.

## **Delivery Processes**

- ❖ Working with employer mentors
- ❖ Engaging employers in optional unit choices to ensure the needs of the business are met.
- ❖ Completing 42-day 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.
- ❖ Delivery will be flexible to meet employer and apprentice needs through blended workshops, webinars, classroom delivery and tutorials.

## **Performance Monitoring**

- ❖ Monthly performance meetings will be held with employer representatives by Line managers/HoD and Skills coaches as required to discuss progression, delivery and at-risk apprentices as well as discuss and escalate concerns and address any issues raised. The onboarding coach may also be requested to attend if required.
- ❖ Data performance will be discussed to include starts, completions, withdrawals, breaks in learning, timely and over success rates.
- ❖ Employer feedback will be obtained quarterly, and reports produce to drive continuous improvement.
- ❖ Apprentice feedback is collected mid-point, end and following completion of Functional Skills which is evaluated and used to drive continuous improvement.

- ❖ Complaints information will be reported at employer meetings and discussed monthly at SMT.
- ❖ All questions will be answered within 48hours by the nominated employer point of contact be that the Line manager, HoD or Skills Coach.

### **Quality Assurance Processes**

- ❖ Completing robust Internal Quality Assurance processes to ensure quality of delivery.
- ❖ Regular performance reviews and observations of the people delivering training solutions.
- ❖ Regular review and development of the resources available for training.

### **Delivery Pathways**

Current provision includes:

- Level 3 Business Administrator
- Level 3 Team Leader
- Level 3 Learning & Development Practitioner
- Level 5 Learning & Development Consultant Business Partner
- Level 5 Departmental/ Operations Manager
- Level 7 Senior Manager
- Level 4 Learning & Skills Mentor
- Level 5 Learning & Skills Teacher
- Level 3 Dental Nurse
- Level 4 Oral Health Practitioner
- Level 4 Dental Manager
- Advanced Certificate in Impression Taking
- Level 3 In Dental Nursing Assessor Award
- NEBDN Certificate in Fluoride Application
- NEBDN Certificate in Oral Health Education
- NEBDN Certificate in Orthodontic Nursing
- Mental Health First Aid
- Suicide First Aid
- Functional Skills Level 2 in Maths & English

### **DEFINITIONS**

**Employer engagement** – the practical issues of contacting employers to raise awareness of Cavity Training and to raise the possibility of offering training.

**Employer involvement** – the strategic and operational involvement of employers

## **RELATED POLICIES**

Apprenticeship Policy  
Business Continuity Policy

## **WHO WILL NEED TO KNOW ABOUT THIS POLICY**

All staff  
All Managers

## **RESPONSIBILITY**

The Company Director and Managers are responsible for ensuring the adherence of this policy by all employees. Team leaders are responsible for supporting Skills Coaches with issues with learners and involving employers as appropriate.

The Company Director is responsible for ensuring the policy is available to learners and employers on the web site.

The Skills Coaches are responsible for marketing the company to employers, providing them with bi-monthly reports, conducting quarterly meetings and ensuring yearly questionnaires are completed.

Skills Coaches are responsible for involving employers (or their representatives) in progress reviews and maintaining good working relationships with learner workplace mentors.

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