

# Training Provider Forum 4<sup>th</sup> November

## Best Practice Guide working group sessions notes

*The responses are highlighted in different colours to differentiate the responses between working groups.*

### Purpose for holding an initial meeting

Which of the listed below do you agree in your group is the main reason of holding an initial meeting?:

- Employer to understand the process
- To gain commitment of the employer and show Training Provider commitment
- Sell Training Provider services

Any Other?

Why?:

- **Assessing training needs**
- **Employer understanding process**
- **Gain commitment of employer**
  
- **Employer engagement**
  
- **Senior staff meets with decision maker in workplace, discusses training services, Leave with Action Plan to sign leavers**

### What should be covered in an initial meeting?

1. Employer to understand the process
2. To gain commitment of the employer and show Training Provider commitment
3. Sell Training Provider services

Who, where, when, what process and what outcome?

**Who – Employer, candidate and NVQ provider**

**Where – At candidates place of work**

**When – At the beginning?**

**What process – expectations, timeframes, how often you will meet, how you assess**

**What outcomes – clear understanding on both/all parties and everyone motivated**

**What should be covered in a questionnaire for candidates and employer?**

- **accessibility / flexibility of assessor**
- **suitability of NVQ to service/practice**
- **time frame – realistic /suitable?**

- **Obligation of all**

**All Training Providers who responded, ask the employer to sign a formal agreement:**

1. That they will support the candidate and give them the time
2. ....and assist the Assessor
3. The obligations of all
4. The Details of the delivery
5. Outlines the student complaints procedure

What is the content of the agreement and what are its objectives?

- **All training providers used a formal agreement**

- **Candidate requirements**
- **Employer requirements**
- **Assessor requirements**
  
- **What will be achieved at the end**
- **Candidates own work – plagerism**
- **Time frames**

- **Expectations of: -**

<b>Candidate</b>	}	
<b>Employer</b>	}	<b>All sign</b>
<b>TP</b>	}	

- Which of the listed below do you agree in you group are the reasons for employers to sign a formal agreement?

- That they will support the candidate and give them the time
- ....and assist the Assessor
- The obligations of all
- The Details of the delivery
- Outlines the student complaints procedure

Any Other?

Why?:

- **Support candidate and give time**
- **Assist the assessor (give them access)**

**Evaluation Questionnaire completed by:**

Who should be asked to evaluate the NVQ programme delivery?

- Candidate only

- Candidate and employer
- Employer only
- Progress meeting with employer
- Monthly progress review sheets only
- Meetings and progress sheets
- Also hold ad hoc 'problem' meetings

Any Other?

Why?:

- **Employer and candidate**
- **Candidate and employer monthly reports to employer feedback**
- **+VE ++ - VE's (EMP + CAN)**  
**What can be improved**

**Contact person:**

Who should be the main contact person?

- Assessor only
- Assessor and others

Any Other?

Why?:

- **It is just important that they have one**
- **Assessor and T.P Manager**

**Success factors:**

List the factors below in order of priority

- Good tutors,
- Skills for Life support,
- Quality Assessment of Learner's needs,
- Employer buy-in,
- Meeting Employer Requirements
- Motivated/Dedicated Learners,
- Flexibility of candidates,
- Support Employers,
- Quality, support and encouraging service
- Good relationships,
- Constant communication with candidate and employer.
- Regular contact between Assessor and Learner,
- Employer support
- Regular information to employer on progress

- Flexibility
- Reliability
- Informing manager if problems occur
- Identify need for extra support
- Promote candidate motivation

Any Other?

Why are the first five a priority?

- **Quality assessment of needs**

- **Managers support**  
**Regular Feedback from TP → Manager**  
**Make service as “painless” as possible**

**Barriers:**

List the barriers below in order of the size of impact

- LSC paperwork
- Lack of candidate/management commitment
- Lack of contact between Training Provider and learner/employer,
- Candidates have no time,
- Intellectual inability,
- Inaccurate initial learner needs assessment,
- Candidates go on leave.
- Shortage of relief staff,
- Suspicions/mistrust towards Training Provider,
- Wrong course for candidate
- Lack of candidate commitment,
- Language issues,
- Lack of support of employer (in releasing learners from work),
- Issues about Assessors' reliability
- Learner has no incentive to complete, funding criteria
- Poor planning of work
- Training Provider has no clear objectives
- Staff not understanding the NVQ process

Any Other?

Why are the first five the barriers with the most impact?

- **LSC Paperwork**

- **Managers perception of candidates**  
**Job role and capability**

**Actions speak louder.....**