

**Policy No: LIEURAPP22008**

**Policy Name: Quality and High Standards in Apprenticeship Training**

### **1.0 Purpose of the Policy**

LI Europe believes in helping Improvement Apprentices reach their full potential through high quality teaching, training and assessment. The purpose of this policy is to define our approach to managing the delivery of high-quality standards through robust quality assurance and continuous improvement.

### **2.0 Mission**

Improving productivity is the absolutely essential element to ensuring manufacturing does well and continues to be based where it has traditionally evolved. We also believe that the knowledge, skills and enlightened approaches that have been shown to deliver world class results for the top manufacturers should be available for everyone, the apprenticeship programme being the vehicle to give access to all. LI Europe wants to deliver the highest quality standards in design, delivery and management of all aspects of our Apprenticeship programmes to drive world class results.

### **3.0 Roles and Responsibilities**

#### **3.1 Company Director**

The Company Director provides governance and oversight in addition to day-to-day leadership and management of the business. He is responsible for quality systems, organisation structure, resources, safeguarding and performance reviews to ensure high quality delivery of apprenticeships.

#### **3.2 Tutor**

The tutor is the main point of contact for the apprentice. They are involved from the beginning. They mentor, monitor progress, carry out skills gap analysis to determine any additional support required and help prepare the apprentice for their End Point Assessment. The tutor communicates closely with the Trainer to ensure each apprentice is fully supported.

#### **3.3 Trainer**

The trainer delivers teaching and training in line with the curriculum using a range of learning resources that reflect the learning styles of the individual to provide an engaging experience. They communicate closely with the mentor to ensure each apprentice is fully supported.

#### **3.4 Master Trainer**

The Master Trainer is responsible for ensuring consistency and quality of training across trainers and over time.

#### **3.5 Enrolment Coordinator**

The Enrolment Coordinator is usually the first point of contact between the apprentice and LI Europe. They are responsible for engaging with potential applicants, giving them information and advice about their chosen course, or more suitable alternatives, then guiding them through the onboarding process.

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### 3.6 Designated Safeguarding Lead (DSL) & Designated Deputy Safeguarding Lead (DDSL)

The Safeguarding Lead is the point of contact for Apprentices to report concerns or incidents and for the Tutors and Trainers to get guidance and support with any concerns they have about an Apprentice. The DSL, Jeremy Praud and DDSL Cheryl Audsley ensures that available information and training resources are current and easy to access.

### 4.0 Management Expectations of Quality in Apprenticeships

In line with the Mission Statement, LI Europe wants to provide the highest quality standards in design, delivery and management of the Apprenticeship Programme and has set some specific key performance indicator targets to monitor and drive Continuous Improvement. The specific targets are set out in the annual business plan but cover the following:

- Achieve and retain Ofsted "GOOD" and aspire to "OUTSTANDING".
- End Point Assessment – First Time Pass Rate.
- EPA outcomes of top grade (merit or distinctions).
- Apprenticeship satisfaction rates.
- Employer satisfaction rates.
- Apprenticeship retention rates.
- Consistency of quality of training over time.
- Build our reputation as Apprenticeship Training Provider of Choice within the FMCG sector.
- Develop and retain a highly skilled and motivated workforce.

### 5.0 Managing Performance

We believe in allocating time to the continuous improvement of our team, including the setting of stretched targets, management of poor performance and recognition of achievements.

Reviews occur on a regular basis and include:

- Weekly business review – Weekly key performance indicator review, action plan review, project update.
- Monthly – Monthly key performance indicator review, action plan review.
- Annual Audit – completed by the Master Trainer to ensure consistency and quality of training over time.
- Twice yearly Individual Appraisal - Behaviour, Skills, Targets as well as case load and support requirements review.

### 6.0 Continuous Professional Development (CPD)

CPD development is important to deliver high quality standards with the latest technical and management developments in the industry. CPD forms part of the twice-yearly appraisal discussion to track progress and agree next steps.

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**7.0 Related Policies and procedures**

LIEURAPP22001 – Apprenticeship Continuity Plan

LIEURAPP22002 – Equality and Diversity Policy

LIEURAPP22003 – Safeguarding Adults Policy

LIEURAPP22004 – Prevent Duty Policy

LIEURAPP22005 – Health & Safety Policy

LIEURAPP22006 – Concerns, Complaints and Compliments Policy

LIEURAPP22007 – Recognition of Prior Learning Policy

LIEURAPP22008 – Quality and High Standards in Apprenticeship Training Policy

LIEURAPP22009 – Employee Professional Development Policy

LIEURAPP22011 – GDPR Policy

LIEURAPP22014 – Safer Recruiter Policy

LIEURAPP22017 – Functional Skills Subcontracting Policy

LIEURAPP22018 – Intervention Policy

LIEURAPP22019 – Plagiarism and Malpractice Policy

LIEURAPP22020 – External Speaker Policy

LIEURAPP22021 – Bullying and Harassment Policy

LIEURAPP22022 – Additional Learning Support Policy

LIEURAPP22023 – Whistleblowing Policy

LIEURAPP22024 – Malpractice in Certification and Assessment Policy

LIEURAPP22025 – Recruitment of Ex-Offenders Policy

LIEURAPP22026 – Academic Appeals Policy

LIEURAPP22027 – Apprenticeship Code of Conduct

LIEURAPP22028 – Conflict of Interest Policy

Policies are reviewed in January on an annual basis.

Company Director 

Date 22/11/23

