

CWLC

Employer Engagement Policy

1. Introduction

CWLC Ltd consists of the following companies.

- *Bona Fide Site Services Ltd (Trading as Vitec Site Services)*
- *Yeti Partnerships Ltd (Trading as CWLC)*

The company is a private Training Provider who deliver a range of apprenticeships, nationally accredited qualifications and a selection of short accredited courses. The company are committed to providing a curriculum to develop a learner's skills, increase their knowledge and in return become a great asset to an organisation.

The company is committed to being an Equal Opportunities Employer and Provider of Training in accordance with the Equality Act 2010 – *'legally protects people from discrimination in the workplace and in wider society. It replaces previous anti-discrimination laws with a single Act, making the law easier to understand and strengthening protection in certain situations.'*

Purpose

The purpose of this policy is to set out our commitment to engage both employers and their employees during the learner journey. **Employees are referred to as a learner from this point forward.*

The policy will act as our commitment to towards the Public Sector Equality Duty under Section 149 of the Equality Act 2010. **section 149.2 - a person who is not a public authority but who exercises public functions must, in the exercise of those functions, have due regard to the matters mentioned in subsection 1.*

2. Scope

This policy covers all learning programmes offered by the company, including apprenticeships, nationally accredited qualifications and short courses.

The company will endeavor to deliver best practice in all our activities through working in partnership with others. We will promote equality and diversity to all our partners and stakeholders and ensure that our marketing and advertising actively reflects this.

3. Funding

• Funded Learning

Our learning programmes are directly funded using funds from the Adult Education Budget (AEB) or funded using European Social Fund (ESF) monies which come direct from the European Union (EU). Both funds are managed by the Education and Skills Funding Agency (ESFA). *"The European Social Fund (ESF) Operational Programme is part of the European Structural and Investment Funds Growth Programme for England in 2014-2020. It will deliver the Programme's priorities to increase labour market participation, promote social inclusion and develop the skills of the potential and existing workforce".*

• The Apprenticeship Levy

The Apprenticeship Levy is a levy on UK employers to fund new apprenticeships. In England, control of apprenticeship funding will be put in the hands of employers through the Digital Apprenticeship Service. The levy will be charged at a rate of 0.5% of an employer's paybill. Each employer will receive an allowance of £15,000 to offset against their levy payment. It will be introduced in April 2017.

Source: GOV.UK

4. Roles and Responsibilities

The company are responsible for ensuring that employers are actively engaged throughout their employee's learning Journey.

The following are responsible for:

- **Marketing:** CWLC Staff provide information, advice and guidance to employers about suitable learning programmes available for their employees and business.
- **Sales and Business Development:** CWCL Staff and Assessors provide information, advice and guidance to employers during the induction and enrolment process.
- **Assessor / Tutors** undertake learning and assessment practices with learners throughout the learning journey. Assessors / tutors also provide ongoing information, advice and guidance to learners and employers (or their representatives) throughout the programme.
- **Internal Quality Assurance (IQA)** support assessors/tutors through a robust internal quality assurance process to meet awarding bodies requirements. The internal quality assurance team (IQA) may visit the assessor/tutor with their learner at the delivery location, to ensure delivery standards are maintained.
- **External Verifiers and any other officials** with a reasonable interest may contact and /or visit the delivery location (*e.g. Education and Skills Funding Agency (ESFA) and Ofsted Inspectors*) for the following purposes:
 - *Ofsted is the Office for Standards in Education, Children's Services and Skills. Ofsted inspect and regulate services that care for children and young people, and services providing education and skills for learners of all ages.*
 - *An External Verifier is responsible for external verification and qualification approval activities under the conditions, timescales and arrangements set by the awarding body. The External Verifier will participate in verification of qualifications in the subject area(s) concerned to ensure standards are maintained.*
 - *The ESFA and/ or your funding provider may contact, learners and employers to undertake satisfaction surveys.*

5. Complaints

The Company will endeavor to respond to all complaints in a timely manner treating all complaints with the utmost respect and dignity. Taking into consideration the individual nature of each complaint, every effort will be made to preserve anonymity as far as reasonably possible.

We aim to resolve all complaints within the specified period of our Complaints Policy, keeping the individual updated on the progress of their complaint.

6. Review of this policy

This Employer Engagement policy will be reviewed on an annual basis or more frequently should circumstances change.

Document Control

Date of change	Version	Overview of amendment	Amended by (Job title)	Approved by	Approval date
03/03-19	3	Review whole policy	Kirsty Dunlop Administrator	Alan Keating	07/03/19