



Training

Employer Involvement and Feedback Policy

Authorised for issue:	Author: Rob Crabtree Author Position: Head of Quality	Approver: Alan Ovenden Approver Position: Director, Apprenticeship Services
Purpose:	To improve our services by ensuring delivery models reflect the needs of employers across a range of sectors. This involves developing comprehensive and diverse feedback mechanisms that allow employers to inform and influence on going programme and curriculum development.	
Audience:	Our employees and anyone working on behalf of Babcock, within our training capabilities. This policy should also be shared with our learners, employers and those representing Babcock through sub-contracted provision.	
Scope:	Work based and academy based workplace learning provision.	
Version:	6	Issue date: 04/02/2019
Last modified:	08/08/2016	Review due: 02/01/2020
Reference number:	C082a	
Cross-referenced policies:	C127 Customer Care Policy C002t Equality, Diversity and Inclusion Policy (for customers) C002 Equality, Diversity and Inclusion Policy (for employees) C082 Learner Involvement and Feedback Policy	
Further information:	QP5 Quality Procedure for Management and Monitoring QIP1 Quality Improvement Plan B017 Key Improvement Log	

No unauthorised copying permitted

In-Confidence
Uncontrolled when printed



Training

Employer Involvement and Feedback Policy

Contents	Page
Organisation positioning statement	2
Aims	2
Mechanisms of employer involvement.....	3
Action	3
Success measures	3
Communication	4
Monitoring and review	4
Equality, diversity and inclusion.....	4



Training

Employer Involvement and Feedback Policy

Organisation positioning statement

Babcock recognises that customer feedback is paramount in creating and maintaining first class quality training, support and development. Our service delivery is diverse and includes employers across a wide range of sectors, including the private and public sector. Many employers operate in safety critical environments that reflect a high level of regulation.

We will ensure training and apprenticeship delivery reflects the engagement and feedback of all employers, and is utilised to ensure highly relevant training programmes in all sectors. Feedback, whether positive or negative, will be used to inform and support further development and expansion of our service proposition for all potential, new and existing customers.

Direct employer feedback will be further reflected by engaging with a range of external partners who have responsibility to reflect employer need, including:

Funding Bodies	Awarding Organisations
Institute for Apprenticeships	Industry and Sector Networks
Sector Skills Councils	Local Enterprise Partnerships
Schools, Colleges and other FE Providers	Employer bodies such as the CBI
National external inspection organisations including: Ofsted in England, Estyn in Wales, ETI in Northern Ireland and Education Scotland/SDS in Scotland	Other specialist external organisations for kitemarks; such as ISO, Investors in People (IiP), and the Matrix standard

Aims

This policy defines employer involvement at Babcock and aims to foster and promote a culture of employer participation in all aspects of decision making across the organisation.

Employers will be proactively encouraged to be involved in developing:

Teaching, learning and assessment	Lifelong learning opportunities/progression
Curriculum design	Quality improvement
Information, advice and guidance	Equality, diversity and inclusion
Health, safety and environment	Welfare and safeguarding
Personal development for learners	Overall customer service



Training

Employer Involvement and Feedback Policy

Mechanisms of employer involvement

In addition to face-to-face communication via the review process, our published Customer Care Policy (C127) and its processes will continue to make use of technologies such as; mobile phone, text, email and social media.

Planned satisfaction surveys, both paper-based and electronic, will be utilised to target employers from across all sectors and programmes. Our full scale annual Babcock employer survey takes place in September/October each year, with further survey engagement and evaluation via the Ofsted Employer Voice survey together with any specific surveys gathered to reflect bespoke projects/feedback requests throughout the year.

Employers will be given the opportunity, at any time, to feedback either through the Babcock free phone number or via the named individual for the contract. Babcock also welcomes the views of learners' parents/guardians, and other interested parties, with an equivalent Learner Involvement and Feedback Policy (C082) in place to reflect our commitment to gaining and reflecting learner feedback across our apprenticeship delivery models.

Action

Employer feedback is reviewed by quality managers, the TLA Committee and via management monitoring and review processes (set out in QP5). Actions resulting from learner feedback are recorded in the Key Improvement Log (B017) and/or Quality Improvement Plan (QIP1) and monitored in line with quality policies, processes and procedures.

Success measures

Success measures of this policy include:

- Curriculum relevance in terms of industry standards.
- Flexibility of delivery models that support employers in meeting operational demands.
- Effective off-job training solutions that meet the needs of employers and learners.
- High quality workplaces that are committed to learner achievement and progression.
- Improved retention, achievement and progression levels across all learner groups.
- Provision of a safe and healthy environment, free from bias and discrimination.
- Shared and developed good practice between employers.



Training

Employer Involvement and Feedback Policy

Communication

The principles of this policy will be communicated to Babcock employees and demonstrated to all employers through appropriate channels including:

- During face-to-face review processes.
- Via the observation of teaching, learning and assessment process.
- Electronically, via survey monkey and, where applicable, social media.

Monitoring and review

This policy is company-wide and forms a key part of Babcock's self-assessment and quality assurance processes, both regionally and nationally and will be reviewed, at a minimum, annually.

Equality, diversity and inclusion

Babcock will ensure that all employers are given fair opportunities for involvement both internally and externally. This may include feedback mechanisms in the medium of Welsh. Babcock's Equality, Diversity and Inclusion Policies for customers (C002t) and employees (C002) will be adhered to at all times.