

Client Handbook 2018-19



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Introduction

The Interlearn is a training provider that specialises in the delivery of Professional Services and Technology programmes. We are a national company who takes a localised approach to training and development.

The Alacrity Group place a huge emphasis on employing high-quality, industry-experienced staff so that we can deliver marketing leading training programmes that provides our clients and learners with industry specific skills and experience that will give them the confidence and knowledge they need to enhance their personal and work development.

At the Alacrity Group we hold our staff to the highest standards possible in order to provide our clients with an outstanding service. We ensure that quality is embedded in every aspect of the business in order to remain engaging, agile and innovative.

We focus on empowering the people we work with, enabling them to progress or change their career whilst supporting employers in the development of their workforce.

Mission

At the Alacrity Group we solve our clients' challenges by providing unmatched services in empowering people to be our clients' most important asset.

Values

Respect

We do the right thing. We have a strong moral code and intuitively know and understand what doing the right thing means and that starts with respect for each other, our clients and the different sectors and cultures we work in across the UK.

Team Work

We may be four companies, but we are one team, working together to achieve our targets and goals. True collaboration moves beyond the power of one, to the power of the team. We are dedicated to our people and our clients in achieving their maximum potential.

Client Centricity

We earn our clients' trust by placing them at the core of our organisation and create true value by understanding their needs; delivering bespoke solutions that maximise people potential and business success.

Personality

Engaging

We are a people company, dealing directly with people lives, so it is important that we are friendly and approachable but always professional.

Agile

Our people are renowned for their flexibility and determination to do more and go further to deliver positive impact in every situation. We partner with our clients' and build strong relationships forged on trust.

Innovative

We listen to our clients' issues, understand their needs and share their goals. Then we put our brilliant minds to work to solve their problems. We constantly challenge and pioneer in our industry, looking for new ways of doing things that add efficiency and value at every level of what we do.

The Client Handbook has been designed by industry and educational experts to provide you with key information and support, enabling both yourself and employees to have a successful and enjoyable experience whilst working with us.

We hope you enjoy your time with us and that it serves both you and your employees well with your business and staff development.

Kind Regards,

The Alacrity Group

**Alacrity
Group.**

Commitment

Our commitment to you:

Our aim is:

- To provide a personalised service with tailored and flexible solutions to meet individual needs
- To provide a professional approach with delivery within agreed timescales
- To receive clear, effective and useful information and support promptly and effectively
- To ensure your employees study in a clean and safe environment

At the start of your employee's programme, you will receive:

- Your Client Handbook
- Your employees Individual Learning Plan (ILP) will be discussed
- The first representative visit to start the Apprenticeship
- Contact will be made with yourselves as part of our Customer Service process

During your employee's programme, we will provide:

- Experienced staff to deliver a well prepared and up-to-date programme
- A range of learning techniques which are appropriate to the course and tailored to the individual needs of you employee
- Scheduled appointments to review and assess your employees' progress, setting SMART targets for further learning
- The opportunity for you to feedback on our services
- Regular contact from Alacrity Group staff

On your employee's completion of their programme you will receive:

- Employees with enhanced skills and knowledge in order to have a positive impact on the development of your company
- The opportunity for employees to progress further by accessing our higher qualifications
- The opportunity for you to assist in training additional employees based on your needs and requirements

Your commitment to the Alacrity Group

We ask that you:

- Monitor the timekeeping, ability and attendance of your employee
- Monitor the ability of your employee to undertake their duties and their level of enthusiasm for the role
- Report any issues you may have with your employee to us, if the issue has an impact on their Apprenticeship
- Ensure support and coaching is available to your employee in order to assist them both in the workplace and through their professional development
- Be involved within your employees Development Journey

Help and Support Your Employee

The first few weeks of the training development programme can be the most difficult for your employees. It is important that they are provided with support. You can help with this in the following ways:

Help to Plan

By identifying activities that can be used to generate evidence and setting targets for personal development and EPA.

Observe and Analyse

Monitor your employees and check their work regularly. Record any areas for improvement and give opportunities for practice.

Give Feedback

Discuss performance with your employee ensuring they provide input to the process. Be positive about things they have done well and be open and honest about any areas for improvement. Review sessions with the Learning Skills Coach (LSC), yourself and the employee are a great way to do this.

Explain and Demonstrate

Discuss ways of improving techniques and if possible use examples of similar work.

Give Opportunities

Ensure your employee can practice and develop their skills and aim to allocate activities which will encourage them. If possible, expose them to other areas of the business in order to increase their professional development.

Prevent and Safeguarding

The Prevent and Safeguarding Policy for the Alacrity Group reflects the importance of our responsibility to safeguard and promote the welfare of all our learners and staff by protecting them from physical, sexual or emotional abuse, neglect and bullying. We are committed to providing a caring, friendly and safe environment for all our learners so that they can learn in a relaxed and secure atmosphere. We believe every employee should be able to participate in all learning and social activities in an enjoyable and safe environment and be protected from harm.

The Alacrity Group have a statutory requirement under Sections 27 and 47 of the Children Act 1989 to assist the Local Authority Social Services Department acting on behalf of children in need. Alacrity Group will safeguard and promote the welfare of children in compliance with the DfE guidance Keeping Children Safe in Education (July 2015) KCSIE (September 2016) and associated guidance Working Together to Safeguard Children (2015) WT in addition to the Care Act 2014. Alacrity Group also complies with the statutory guidance on children who run away or go missing from home or care (January 2014) and The Prevent Duty (The Counter-Terrorism and Security Act June 2015) and Social Media for Online Radicalisation (July 2015) and this Policy should be read in conjunction with these procedures and guidance.

Radicalisation is defined as the act or process of making a person more radical or favouring of extreme or fundamental changes in political, economic or social conditions, institutions or habits of the mind. Extremism is defined as the holding of extreme political or religious views. At the Alacrity Group, we are fully committed to safeguarding and promoting the welfare of all participants and staff. We recognise that safeguarding against radicalisation is no different from safeguarding against any other vulnerability.

The Alacrity Group are committed to safeguarding and promoting the welfare of all participants including young people and vulnerable adults.

A vulnerable adult is defined as a person whom:

- Has needs for care and support (whether or not the local authority is meeting any of those needs) and;
- Is experiencing, or at risk of abuse or neglect; and
- As a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect

Safeguarding is the action that is taken to promote the welfare of everyone, and protect them from any harm. Safeguarding regulations have been around for a while, across a wide range of legislation, but were brought together by the Safeguarding Vulnerable Groups Act 2006.

This legislation provides definitions of children and vulnerable adults, and sets out the legislative framework of measures to protect them from harm.

- Promotion of your health and development
- Ensuring your safety and care
- Ensuring you are offered the best life chances
- Protection from abuse and neglect

Why is safeguarding necessary for your employees?

Providers of government funded training have a duty to safeguard their participants and to take such steps that try to ensure the safety of its participants (children under 18 or vulnerable adults) at all times. As part of that duty, we will talk to you about what you can do to ensure that your employees are not exposed to threats or dangers.

What are your responsibilities as an employer?

- To understand what is meant by safeguarding and promote the welfare of the participants.
- Be aware of your statutory duties towards the welfare of children and vulnerable adults.
- Be familiar with our guidance, in particular, the reporting arrangements.

It is the responsibility of the employer to ensure employees working alongside participants are free from convictions and of sound character and judgement and will not pose as any threat or danger to learners.

What do I do if my employee discloses information to me?

- Re-assure them that they have done the right thing
- Record what they said, using their words where possible
- Sign and date the record
- Inform our Designated Person or Deputy as soon as possible and pass on the written record
- Maintain confidentiality and do not discuss with others
- Listen without making judgements
- Stay calm
- Try not to ask questions, but if you must, make sure they are open-ended questions to clarify understanding and not to probe or investigate
- Don't give an opinion or offer advice
- Don't promise confidentiality - explain you may need to talk to a designated Safeguarding Officer

The Safeguarding Team

Name	Role	Contact Number	Email
Michael Bradshaw	Designated Safeguarding Lead	07951087640	safeguarding@alacrity-group.co.uk
Julie Duckett	Deputy Safeguarding Lead	07508074317	safeguarding@alacrity-group.co.uk

The Safeguarding & Prevent Policy

<https://alacrity-group.co.uk/wp-content/uploads/2018/10/Safeguarding-Policy.pdf>

20% Off the Job Training

Off-the-job training (OTJT) is defined as learning which is undertaken outside of the normal day-to-day working environment and leads towards the achievement of the Standards. This can include training that is delivered at the normal place of work but must not be delivered as part of the learner's normal working duties.

OTJT must be directly relevant to the apprenticeship Framework or Standard and could include some of the following:

- The teaching of theory:
 - Lectures
 - Role playing
 - Simulation exercises
 - Online learning
 - Manufacturer training
- Practical training:
 - Shadowing
 - Mentoring
 - Industry visits
 - Attendance at competitions
- Learning support and time spent writing assignments

OTJT must **NOT** include the following:

- English and maths (up to level 2) which is funded separately
- Progress reviews or on programme assessment needed for an apprenticeship Framework or Standard
- Training which takes place outside of the learners paid working hours

The table below sets out the type of activities that may be included in the Learning Log. These individual plans will be adapted for the learner and reflect the needs of the employer. All OTJT time will be recorded, including the time outside of normal working hours if the learner are completing relevant activities.

The OTJT can include any of the following types of activity:

Activity	Examples of Valid Off the Job Training
Classroom sessions/ Lectures	Block or day release
Workshops and masterclasses	Interactive workshops involving employers
Simulation exercises	Business models and gaming
Online learning	On line training modules and support materials
Shadowing	In work or new departments/locations
Mentoring	Support from Line Managers/colleagues
Industry visits	Within sector or outside of the work roles
Writing assessments /assignments/workbooks	Short exercises or long project reports
Practical training / Training in the workplace directly relevant to the standard	
(Eg: IT training, soft skills)	Any training support delivered in the workplace or with other external training suppliers
Numeracy and literacy training required to perform the job	English and Maths related to the job role
Preparing for professional discussion	In support of portfolio work or job related
Gathering evidence for portfolio of evidence	Recording learning and training
Reflection Logs	Recording all learning that has taken place on a monthly/quarterly basis or as required
Conferences	Job or sector related
Special Projects	Projects related to the job or to the testing of the programme
Continuous Professional Development	Any activity related to the job that develops new skills/ knowledge
Peer to Peer Support	Discussions/joint working with colleagues
Research	Background working to improve knowledge
Revision for exams and EPA	Preparation for ongoing or End Point Assessment

Functional Skills

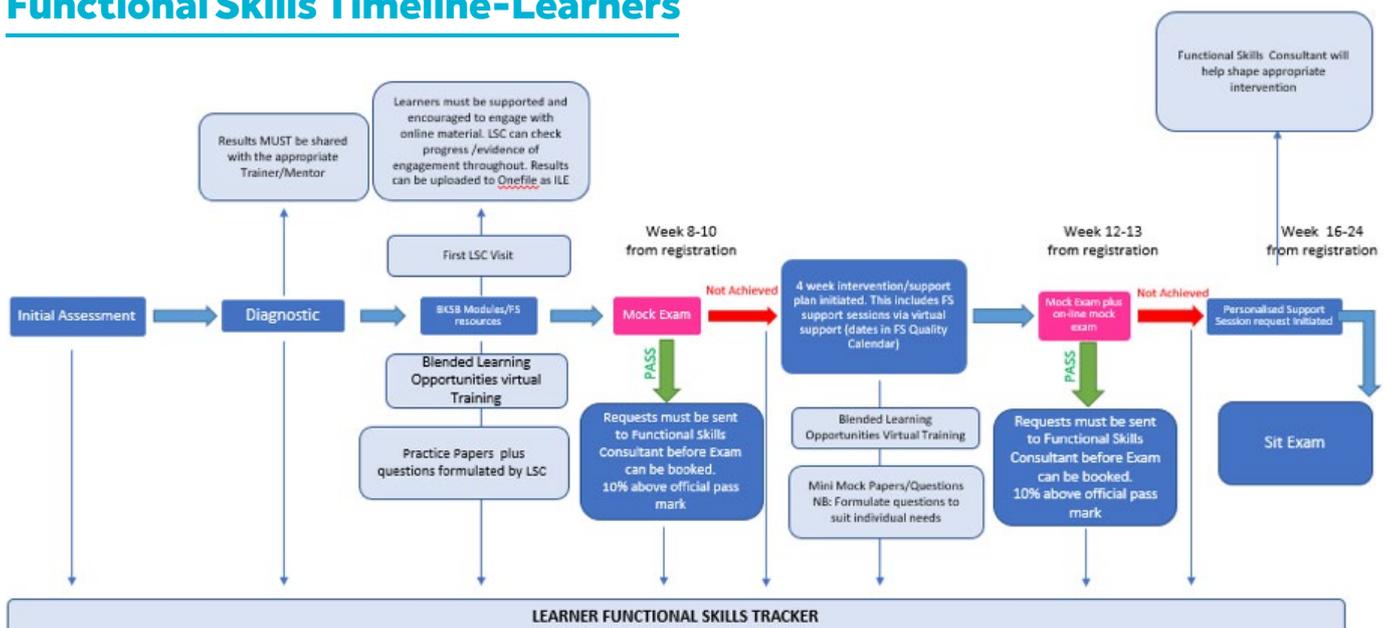
Every learner is required to have or obtain the essential skills required to carry out their job role efficiently. These are transferable skills that can be used in any job/industry and most companies will require the basic functional skills of:

- Maths
- English
- ICT

If your employee doesn't already have these qualifications, they will obtain them whilst completing their Apprenticeship with the Alacrity Group. Alternatively, if they have already achieved similar qualifications to these, then they could be exempt from sitting the functional skills exams. i.e. GCSE, GCE or O'Levels.

As part of your employee's training programme, we will also help them to develop their leadership, communication and confidence skills. These topics will be embedded into mentoring sessions and will help enable your employee to cope with social, economic and technological change. Developing these personal qualities will enable the learner to become a more effective employee, that can continue to develop both personally and professionally to the benefit of your organisation.

Functional Skills Timeline-Learners



Time Required for Tests

Pearsons	
Subject	Time
Maths	1 hour 30 minutes
English - Writing	1 hour
English - Reading	1 hour
English – Speaking & Listening	30 minutes
ICT	2 hours

Skillsfirst	
Subject	Time
Maths	2 hours
English L1 - Writing	45 minutes
English L1 - Reading	45 minutes
English L2 - Writing	60 minutes
English L2 - Reading	60 minutes
English – Speaking & Listening	60 minutes
ICT	2 hours

Stakeholders

Ofsted

Who they are

Ofsted are a regulatory body that monitor the standards of education and skills provided to learners of all ages.

What They Do

Ofsted aim to achieve excellence within education and skills for all learners, by conducting inspections on education/training providers in order to ensure that specific standards are being met. Once inspections have been carried out, reports are finalised and published with the intention of improving the quality of education and training provision further.

The Process

Before an inspection takes place, Ofsted may contact you for your views on the services of the Alacrity Group in order to help build information to support the inspection. The Alacrity Group may also contact you in order to gain testimonies and case studies as supporting evidence.

As part of the inspection, Ofsted are required to observe the delivery of Alacrity staff.

An inspector may visit one or more delivery sessions, and on average will observe the Trainer / Learning Skills Coach for around half a day.

After the inspection has concluded, Ofsted will write a report and summary which is distributed to the Alacrity Group. Upon receiving this report, the Alacrity Group will provide all of its Clients with a copy of the report.

Preparing the Client

In the event that Ofsted conduct an observation, you may be asked some questions by an inspector. In order to prevent any disruption to your day to day activities and to settle any nerves you may have, we have provided you with some examples of the types of questions you could be asked:

1. What are the business reasons for starting training and apprenticeships?
2. How did you decide to offer training through Alacrity, have you used them previously?
3. Did Alacrity undertake a training needs analysis to determine the training package suitable?
4. How satisfied are you with the Teaching, Learning and Development and does this reflect up to date practices in your industry/sector?
5. How would you describe the professionalism of the staff delivering training and or assessment?
6. What do you understand about the requirement for apprentices to undertake 20% time off the job to develop skills towards their apprenticeship, how do you support this?
7. Is the training and development offered flexible to meet the needs of the business?
8. Have you been involved in the development of the content to ensure this meets the needs of your business?
9. Does Alacrity provide clear communication with you throughout the process, are there good links between the training employees receive at work and with Alacrity?
10. Are you involved in the progress development reviews of your apprentices with the delivery staff? Do these take into account the objectives and outcomes you as the employer expects?
11. Have you had any cause to raise concerns with Alacrity, if so, how did they respond?
12. Does Alacrity ensure that your employees receive support, feedback and guidance including any additional training to help individual progress within their chosen careers?
13. Can you tell what you understand your responsibilities are aligned to Safeguarding? How do you ensure your employees are safe at all times?
14. Do you know who to contact at Alacrity should you have any concerns about the safety and welfare of apprentices?
15. How have Alacrity helped you raise awareness on the Prevent duty, and risks associated with extremism and radicalisation?
16. How would you rate the overall service and quality provided by Alacrity?
17. What is the likelihood of you recommending Alacrity to another employer seeking similar training?

ESFA

The Education & Skills Funding Agency (ESFA) brings together the former responsibilities of the Education Funding Agency (EFA) and Skills Funding Agency (SFA) to create a single agency accountable for funding education and skills for children, young people and adults.

The ESFA:

- Is accountable for £58 billion of funding for the education and training sector, providing assurance that public funds are properly spent, achieves value for money for the tax payer and delivers the policies and priorities set by the Secretary of State
- Regulates academies, further education and sixth-form colleges, and training providers, intervening where there is risk of failure or where there is evidence of mismanagement of public funds
- Delivers major projects and operates key services in the education and skills sector, such as school capital programmes, the National Careers Service, the National Apprenticeship Service and the Learning Records Service

ESFA aims to continuously improve the services they offer in pursuit of excellence. To help them do this they have a customer commitment. It shows you, their customers and how you can expect to see them work. It also helps them to increase their understanding of your needs and focus their work (Gov.uk, 2018).

For further information of the ESFA please click on the link below:

<https://www.gov.uk/government/organisations/education-and-skills-funding-agency/about>

Who You Can Expect Contact From

Sales Team Member

The Client Solutions Senior Associate is a client facing sales professional, leading the end-to-end sales interaction with the customer. They capture business needs and translate them into workforce solutions, retaining and developing a number of existing customer accounts. They understand the Alacrity Group's service offering in detail, developing customer relationships through a consultative approach and building trust and confidence in their own and the Alacrity Group's capabilities through demonstration of detailed service knowledge, competitor knowledge and an understanding of the market in which they operate. They will support you through the pre-implementation process, proposing and presenting innovative solutions tailored towards you and your needs.

Account Manager

Your dedicated Account Manager will proactively support your organisation on a day-to-day basis. Our Account Managers come with a wealth of experience in the sector and will act as a conduit between other stakeholders throughout the employer and learner journeys, to ensure you receive the best possible learning experiences.

Account Managers will work with you to drive continual improvement, share success stories and work through challenges where necessary. They will also report back on a monthly basis to review performance against the contract.

Curriculum

The Alacrity Curriculum Team are in place to help support you in creating an engaging learning programmes for your students, bring the content requirements for apprenticeship standards and vocational qualifications to life to support you individual business and training needs.

Learning and Development

The Learning and Development team at Interlearn, is made up of passionate people who are innovative and have a drive for excellence. Some of the areas they provide advice and guidance for include;

- The quality of delivery and support provide from trainers and LSC's
- Driving the review and redesign of curriculum delivery models to ensure they deliver on its promise of excellence
- Supporting the use of blended learning and technology to improve delivery and workflow efficiency

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