

SERVICE PLAN

FOR

TRAINING SERVICES

2011/2012

AIMS AND OBJECTIVES OF THE SERVICE

The Council's aims and objectives and a clear statement of our purpose and core values are set out in the Strategic Plan. In this context the aims of the service are: -

- To secure and deliver Welsh Assembly Government funded 'Work Based Learning' contracts as part of the Skills Academy Wales Consortium, achieving good to excellent results in relation to compliance, performance and quality benchmarks.
- To play a leading role in the development of Skills Academy Wales consortia in South West Wales and beyond.
- To respond positively to Welsh Assembly Government priorities for Post 16 Education and Training in Wales. Currently these include: ESDGC, Welsh Language, Essential Skills and Equality, Inclusion and Diversity.
- To deliver high quality teaching, training and assessment and provide a range of appropriate, relevant and motivating learning programmes.
- To undertake a rigorous, Self Assessment process annually, and to continually plan for improvement. To use a variety of methods to capture the opinion of our learners, employers and partners.
- To secure business growth by increasing Work Based Learning Contracts where possible and/or by further developing Commercial Training Activities within the department.
- To develop and enhance training facilities for Logistics Training that will accommodate the requirements of Work Based Learning Programmes and Commercial ventures.
- To involve the department wherever possible in partnership working within Skills Academy Wales, Local Initiatives, 14-19 Network delivery, Skills Sector Councils, Community Learning, DWP Delivery etc.
- To maintain an independent financially viable status for the Training Department.

DESCRIPTION OF SERVICE

To provide Training Services within Welsh Assembly Government funded programmes and commercially.

The Training Department is now a full partner within the Skills Academy Wales (SAW) consortia led by Neath Port Talbot Council. As part of this organisation LRC Training is contracted to deliver the following programmes:

Skillbuild Youth	(16 – 18 yrs)	Unemployed
Skillbuild Adults	(19 + yrs)	Unemployed
Modern Apprenticeships	(MA)	Employed
Foundation Modern Apprenticeships	(FMA)	Employed

To provide customised commercial training packages within South and Mid Wales. This training will mainly be in the following areas:

- Lift Truck Compliance Training
- The Driver CPC – Periodic Training
- Other Transport Training
- Health & Safety
- Information Technology

To play a part in the development of the 14-19 network within Carmarthenshire and respond to all other Welsh Assembly Government priorities for post 16 education and training in Wales.

To liaise on a daily/weekly basis with Referral Agencies e.g. Job Centre Plus, Careers Wales.

To initially assess learners' needs and produce a suitable Individual Learning Plan.

To undertake basic skills assessments of all clients on Work Based Learning programmes.

To create and maintain an electronic Lifelong Learning Worker Record (LLWR) for every learner.

To transmit LLWR information to SAW.

To collate evidence to support monthly Claims Procedure prepared by SAW.

To prepare monthly staff development information for Council.

To prepare monthly financial information for Council.

To risk assess the suitability of employers for involvement in learning activities.

To assist companies with recruitment of qualified employees.

To produce an annual Self Assessment Report (SAR) and Quality Development Plan (QDP).

To undertake self assessment of Health and Safety Management Procedures as specified in DCELLS Code of Practice.

To undertake annual audits of all procedures and meet WAG compliance guidance in relation to funded programmes.

To ensure all activities fulfil WAG and SAW priorities in relation to the Quality agenda.

To be represented on all Management Groups established by SAW. Currently these are:

- Executive Group
- Quality Group
- Strategic Group
- Data Group
- Health & safety Group
- Equality and Diversity Group

KEY TASKS/SERVICE DELIVERY 2010/11

ACTIVITY	BUDGET	DESCRIPTION	STRATEGIC AIM NO	TARGET DATE	STATUS
Develop resources to record Key Skill evidence from naturally occurring activities in the workplace and on practical courses TS/01/10	£2,000	Improve opportunities for Key Skill attainment at Level 2 in the Skillbuild programme	PW1, LE2, TS3, TS1	September 2010	Completed
Meet with Subcontractors to establish targets for attainment. TS/02/10	N/A	Improve pass rate in Large Vehicle Driving tests for LRCT learners. Regular observations of Training and Peer	LE2, TS2, TS4, TS5, TS6	September 2010	N/A
Ensure Equality and Diversity is included where possible in the learning process. TS/03/10	N/A	Improve dialogue in relation to Equal Opportunities and Discrimination during learner reviews.	QL2, TS7, TS1	August 2009	Equality and Diversity group to commence within SAW in the Autumn.
Amend current Welsh language policy to meet DCELLS/Estyn requirements. Adapt policies on various generic WBL issues that cover what we do. TS/04/10	N/A	Develop formal policies to cover a range of Work Based Learning Activities	CD9, C4, TS1	December 2010 December 2010	On-going
Improve NVQ completion rate on Skillbuild TS/05/10	N/A	Achieve 60% ILP completion rate for Skillbuild	C1, R1, C6, LE2, MC3	August 2010	On-going
Conclude all learning programmes TS/06/10	N/A	Improve progress and reduce periods of slow progress	C4, CD9, LE1, TS1	July 2010	On-going
Develop ex-curricular activity procedure TS/07/10	N/A	Develop directory of ex-curricular activities	TS2, TS6	December 2010	On-going

KEY TASKS/SERVICE DELIVERY 2010/11

ACTIVITY	BUDGET	DESCRIPTION	STRATEGIC AIM NO	TARGET DATE	½ YEAR STATUS
Increase employers involvement with Learners TS/08/10	N/A	Improve of employers input at reviews to minimum 50%. Ensure return of questionnaire	R2, TS4, TS5	July 2010	Completed
Driver Instructor qualifications to be gained by staff TS/09/10	N/A	Obtain DSA voluntary register course for staff	C6, LE2, MC3	December 2010	Completed
Obtain more feedback from learners at the end of programmes. TS/10/10	N/A	Exit questionnaires to be completed by 80% of learners including apprentices	C4, CD9, LE1, TS1	August 2010	Completed
Use benchmarking tool in respect of measuring performance and value for money TS/11/10	N/A	Develop action plan to integrate into the quality process	C6, LE2, MC3	August 2010	Completed

KEY TASKS/SERVICE DELIVERY 2011/12

KEY: LR – Llanelli rural Council Strategic Plan reference no.

TSP – Training Department strategic Plan Reference no.

ACTIVITY	BUDGET	DESCRIPTION	STRATEGIC AIM NO	TARGET DATE
Improve Framework Completion rates – currently 55% for 2010/2011	N/A	Improve completion rates to 'GOOD' standard as required by DCELLS	LR 3.2 T SP A4	October 2011
Improve Progression rates on the Skillbuild Youth Programme	N/A	Improve completion rates to 'GOOD' standard as required by DCELLS	LR 3.2 T SP A4	October 2011
Improve NVQ Completion rates on the SKILLBUILD programme	N/A	Completion rates need to reach 30% for this programme.	LR 3.2 T SP A5 T SP A4	October 2011
Increase the number of learner reviews carried out in Welsh or Bilingually.	N/A	A target of 8% has been set by Jan 2012. (9% of learners are Welsh speaking).	LR 3.1 LR 3.6 T SP C3	January 2012
Develop resources to encourage learners to undertake opportunities in the community.	N/A	Centre resources and learner resources to be developed and included in induction packs.	LR 3.1 LR 3.4 T SP C4	August 2011
Create a suitable Welsh Language / Culture policy for the department	N/A	A policy is to be developed at SAW working groups to cover all partners.	LR 3.1 LR 3.6 T SP C3	December 2011
Create a suitable ESDGC policy for the department	N/A	A policy is to be developed at SAW working groups to cover all partners.	LR 3.4 T SD C1	December 2011
Create a new cycle for observation and assessment of training delivery	N/A	All training activities to be included in an overarching cycle of peer assessments and management observations.	LR 3.2 T SP A5 TSP D3	August 2011
Develop Transport Training Resources to meet increase commercial demand and additional demand arising from the delivery of the new QCF qualification	£20,000	Purchase of Training vehicles LGV and Forklift. Development of premises and equipment	LR 3.2 LR 3.6 TSP G1 – G5	March 2012

PERFORMANCE

The primary performance indicators continue to be Jobs/progressions for the Skillbuild programme and Framework completion Rates for the Apprenticeship programme. It is also useful to monitor the growth in commercial training activities as this is an important factor for maintaining a viable service.

INDICATOR MEASURE	PER 100 LEAVERS			
	TARGET	ACTUAL	TARGET	ACTUAL
	YEAR – JULY 2010	YEAR – JULY 2010	YEAR – JULY 2011	1/2YEAR – JAN 2011
SKILLBUILD– JOBS OR OTHER OUTCOMES	60 %	67 %	65%	60%
ALL APPRENTICESHIPS - - COMPLETIONS	70	71 %	70%	55%
COMMERCIAL TRAINING COURSES VOLUME *	80	> 100	£30,000	£ 27,000

* For the year to July 2010 commercial training is measured in the volume of courses. Thereafter financial targets are set to measure the impact of this activity.