

**SERVICE PLAN**

**FOR**

**TRAINING SERVICES**

**2010/2011**

**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 successfully deliver Government funded Training Programmes in accordance with the relevant Programme Specifications, Guidance and Regulations.
- To fulfil contractual requirements agreed with external government funding i.e. DCELLS and as a sub-contractor for JCP New Deal provision.
- To deliver successful programmes to help economically inactive learners to secure employment.
- To work closely with employers and organizations in the Freight Logistics sector and deliver training programmes relevant to the industry's needs.
- To work closely with employers and organizations in the Road Passenger industry and deliver training programmes relevant to the industry's needs.
- To operate and develop a successful Business Administration and I.T. training department with opportunities for employed and unemployed learners
- To maintain a commitment to the delivery and development of 'Life Skills' and 'Soft Skills' including the promotion and certification of 'Key Skills and 'Basic Skills' for all learners.
- To develop sustainability through maximizing Commercial Training Opportunities
- To successfully deliver training programmes within 14-19 Pathways.
- To develop, promote and deliver high quality and sustainable training opportunities in accordance with the needs of the learner, employer and the wider community

## DESCRIPTION OF SERVICE

To provide government funded and commercial training, guidance and support within West, East and Mid Wales for the unemployed and employed.

Contracts currently held with WAG to provide Vocational and National Vocational Qualifications, Basic and Key Skills, Technical Certificates and Frameworks to eligible learners as defined in Individual Learning Plans: -

SkillBuild Youth and Adults	- Unemployed
Skillbuild Adults	- Employed
Modern Apprenticeships	- Employed
Foundation Modern Apprenticeships (FMA)	- Employed

Contract, as a sub-contractor to the Prime Contractor Carmarthenshire Training and Technology Centre to deliver Vocational and National Vocational Qualifications to long-term unemployed learners as defined in Individual Learning Plans: -

New Deal

To provide modernisation training for the Skills for Logistics road haulage industry, within West, East and Mid Wales.

Young Large Vehicles Driving Scheme (YDS)

To provide customised commercial training packages within South and Mid Wales.

Employer Network

To network on a weekly/monthly/annual basis with educationalists, awarding bodies, government departments and other work-based providers.

To liaise on a daily/weekly basis with Referral Agencies e.g. Carmarthenshire Training, Careers Wales.

To assess suitability of potential learners.

To identify learning/employment needs.

To produce an Individual Learning Plan/Programme.

To undertake basic skills assessments of all clients referred for learning by Jobcentre Plus.

To provide administrative and clerical support to staff and learners.

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

To transmit LLWR information to DCELLS.

To collate evidence to support monthly Claims Procedure for DCELLS and Carmarthenshire Training.

To prepare monthly staff development information for Council.

To prepare monthly financial information for Council.

To vett suitability of employers for involvement in learning activities.

To assist companies with recruitment of qualified employees.

To undertake annual self assessment of training services

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

To undertake quarterly Provide Performance Reviews.(PPR)

To produce quarterly Quality Development Plans (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.

To ensure all activities fulfil JCP, ESF, WAG DCELLS and ESTYN requirements.

## KEY TASKS/SERVICE DELIVERY 2009/10

ACTIVITY	BUDGET	DESCRIPTION	STRATEGIC AIM NO	TARGET DATE	COMPLETION DATE
Regain Basic Skills Quality Mark  TS/01/09	N/A	Carry out Basic Skills QM action plan in order to achieve re-accreditation.	LE1, QL4 TS7, TS1	MAY 2009	Completed June 2009
Achieve completion rates of 60% on the Skillbuild programme.  TS/03/09	N/A	Improve ILP completion rates in Skillbuild by more accurate and realistic action planning.	LE1, LE2 TS1,TS3	JANUARY 2010	Completed March 2010
Adopt an interim policy based on the guidance to integrate ESDGC into certain learning delivery.  Develop an action plan to work towards all ESDGC requirements.  TS/06/09	N/A	Integrate Sustainable Development policy into learning process.	QL1,R3 TS1	OCTOBER 2009	Completed March 2010  Completed March 2010
Assess future learning needs and opportunities.  TS/08/09	N/A	Develop various forms of e-learning.	LE1 TS6, TS2	DECEMBER 2009	Completed November 2009
Complete the update of the website.  Hold training day for staff on the development of commercial training opportunities and advertising strategy.  TS/09/09	£2,000	Update the website to maximise its commercial value and to ensure that all information is current. Further develop commercial training.	LE2, C1, R1 MC3, C6,C9 TS8	MAY 09	Completed September 2009

## KEY TASKS/SERVICE DELIVERY 2009/10

ACTIVITY	BUDGET	DESCRIPTION	STRATEGIC AIM NO	TARGET DATE	COMPLETION DATE
<p>Complete the update of the website.</p> <p>Hold training day for staff on the development of commercial training opportunities and advertising strategy.</p> <p>TS/09/09</p>	£2,000	<p>Update the website to maximise its commercial value and to ensure that all information is current.</p> <p>Further develop commercial training.</p>	LE2, C1, R1, MC3, C6, C9, TS8	MAY 09	Completed September 2009
<p>Ensure there is back up within the department for specialist roles especially in the transport route.</p> <p>TS/10/09</p>	£3,000	<p>Staff training in Internal Verification, NPTC Assessments, Fork Lift Training and Health &amp; Safety Training.</p>	R2, TS4, TS5	DECEMBER 2009	Completed December 2009

## KEY TASKS/SERVICE DELIVERY 2010/11

ACTIVITY	BUDGET	DESCRIPTION	STRATEGIC AIM NO	TARGET DATE	COMPLETION DATE
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	N/A
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	N/A
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	N/A
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	N/A
Conclude all learning programmes TS/06/10	N/A	Improve progress and reduce periods of slow progress	C4, CD9, LE1, TS1	JULY 2010	N/A
Develop ex-curricular activity procedure TS/07/10	N/A	Develop directory of ex-curricular activities	TS2, TS6	December 2010	N/A

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ACTIVITY	BUDGET	DESCRIPTION	STRATEGIC AIM NO	TARGET DATE	COMPLETION DATE
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	N/A
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	N/A
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	N/A
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	N/A

## PERFORMANCE

During the last academic year the Performance Indicators relevant to the Training Department's WBL Contract have changed and this is reflected below. In addition, it would seem useful to measure the department's success in developing Commercial training activities and a target for this has been included also.

INDICATOR MEASURE	PER 100 LEAVERS			
	TARGET YEAR – JULY 2009	ACTUAL YEAR – JULY 2009	TARGET YEAR – JULY 2010	ACTUAL ½ YEAR – JAN 2010
SKILLBUILD– JOBS OR OTHER OUTCOMES	50	58	60	62
FOUNDATION APPRENTICESHIPS - - COMPLETIONS	66	77	70	63
MODERN APPRENTICESHIPS – COMPLETIONS	66	80	75	N/A
PROVIDER PERFORMANCE REVIEW GRADES	'GOOD'	'GOOD'	GOOD/ EXCELLENT	N/A
COMMERCIAL TRAINING COURSES COMPLETED **	30	>50	80	45

\*\* A course is defined as being 1-3 days long yielding a minimum of £300.