

SERVICE PLAN

FOR

TRAINING SERVICES

2026/27

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 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 contribute towards the management and development of Skills Academy Wales consortia.
- To secure a viable subcontract with prime providers delivering the Job's Growth Wales + programme.
- To meet all the programme requirements and key performance indicators as stipulated by the JGW+ specification.
- To respond positively to Welsh Government priorities for Post 16 Education and Training in Wales. Currently these include: Carbon Literacy, Welsh Language and Culture, Literacy & Numeracy, Safeguarding, Wellbeing, Data Security 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-evaluation 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 involve the department wherever possible in partnership working within Skills Academy Wales, Local Initiatives, 14-19 Network delivery, Regional Learning Partnerships, Skills Sector Councils, Community Learning, Department for Work and Pensions delivery etc.
- To maintain an independent financially viable status for the Training Department.

DESCRIPTION OF SERVICE

To provide Training Services within Welsh Government funded programmes.

The Training Department is a partner within the Skills Academy Wales (SAW) consortia led by Neath Port Talbot College Group, a subcontractor to ITEC Skills and Training Ltd and delivery partner to Coleg Sir Gar.

The Training Department delivers the following Work Based Learning Programmes

APPRENTICESHIPS	Employed	All age
JOBS GROWTH WALES +	Unemployed	16-19 years

To respond to all Welsh 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, Youth Service.

To initially assess learners' needs and produce a suitable electronic individual learning plan.

To undertake literacy, numeracy and digital literacy assessments of all learners on Work Based Learning programmes.

To create and maintain electronic records for every learner.

To collate evidence to support compliance as per lead organisation requirements

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-evaluation report and quality improvement plan.

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

To ensure all activities fulfil Welsh Government and lead organisation priorities in relation to the Quality agenda.

To be represented on Management and focus groups established by lead providers.

KEY TASKS/SERVICE DELIVERY IN 2025/26

ACTIVITY	BUDGET £	DESCRIPTION	CORE VALUE	OUTCOME
To deliver a sustainable and financially viable budget to increase department reserves and safeguard future provision. TS/1/25	£0	Increase occupancy levels and meet recruitment targets across programmes to meet maximum contract values. Continue to deliver best value programmes and maintain control on expenditure.	CD6 – CD9 LE1 LE2 PW1	March 2026 - Monitoring of income, contract profiles and expenditure is robustly controlled. JGW+ occupancy levels have decreased due to high number of leavers with record number of learners entering employment and college courses achieving 75.5%. Since the summer, learner numbers have been increasing to regain levels ending the year on 71 learners on JGW+ programme. Apprenticeship recruitment is consistently strong to maintain high occupancy levels reaching 83 apprentices at the end of March 2026. PLA recruitment is consistent to ensure that all training provisions are consistently performing well.
To increase recruitment and occupancy of Coleg Sir Gar learners on JGW+ to achieve maximum contract value. TS/2/25	£0	Start and occupancy levels monitored monthly in line with profiles. Maintain ITEC occupancy and increase Coleg Sir Gar numbers to achieve viable learner occupancy. Work closely with Working Wales/Careers to ensure referrals are signposted to both contracts.	CD6 – CD9 LE1 LE2 PW1	March 2026 - CSG recruitment affected by ITEC contract, direct referrals in addition to Careers generated referrals will need to be targeted by marketing and promotion events and campaigns to attract interest in the Not in Employment, Education or Training (NEET) group to fill spaces on the CSG contract. Plans are underway for events early in 2026/27 to target direct referrals and increase CSG cohort in learning. CSG numbers have remained consistent and an increase in learners with additional learning needs (ALN) has resulted in more support funding claims which has translated into an increase in CSG income being drawn down.
To meet Apprenticeship recruitment targets. TS/3/25	£0	Monthly meetings with SAW to manage profiles to achieve viable contract. Strict profile management required to meet Welsh Government thresholds.	CD6 – CD9 LE1 LE2 PW1	March 2026 - 71 apprentices recruited from April 2025 to March 2026. Targets are monitored robustly to achieve contract value. Financial profile is increasing and being met as of 31 March 2026. Apprenticeship recruitment has been consistent, promotion events throughout the year have ensured profiles are met and, in some cases, exceeded monthly targets. Apprenticeship week at the Senedd promoted LRC's logistics and transport frameworks demonstrating a strong profile translating to additional interest in the employer network.

ACTIVITY	BUDGET £	DESCRIPTION	CORE VALUE	OUTCOME
To deliver ESW qualifications on JGW+ TS/4/25	£100	Develop essential skills workshops for learners at Entry level and Level 1 to improve literacy and numeracy skills and learner attainment.	CD6 – CD9 LE1 LE2 PW1	December 2025 – Due to the roll out of the Achieve employability qualification, Essential Skills delivery will be developed for a pilot group in 2026/27.
Meet key performance indicators in all programmes and routes. TS/5/25	£0	Monthly review of all performance to be undertaken through review with lead organisations.	LE1 LE2 CD5 CD6	March 2026 - Programme performance indicators for ITEC are 75.5% of leavers progressing into employment or further learning. CSG performance is affected by very low number of leavers in the year, with only 1 learner progressing out of 5 leavers 20% is lower than the previous year. Activity success rates for CSG are 80%, ITEC learners have achieved 95% in qualification outcomes, this is a significant improvement on the previous year as qualification delivery was previously low, the majority of learners now undertake a recognised employability skills qualification during the programme. July 2025 - Apprenticeship Framework Success rates have increased, achieving higher performance on the previous year. Foundation Apprenticeships 86%, Apprenticeship 88%.
Timely progression opportunities for JGW+ learners. TS/6/25	£800	Develop progression opportunities to employment, apprenticeships and higher learning.	CD6 – CD9 LE1 LE2 PW1	March 2026 - Staff have worked incredibly hard to source suitable opportunities for the learners whilst considering their personal situations and supporting them to overcome barriers to employment. JGW+ progression rates are at a record high of 75.5% due to learners entering employment or college courses. Work to identify apprenticeship opportunities with employers is an ongoing priority, closer collaboration with Apprenticeship team required to identify opportunities for learners.
Develop Achieve qualifications at all levels. TS/7/25	£1,000	Achieve to be delivered at Entry level and Level 1 for Engagement and Advancement strand learners.	CD6 – CD9 LE1 LE2 PW1	October 2025 - Since the pilot delivery, the Achieve qualification has been embedded into the main part of the curriculum for youth learners. 32 learners have successfully achieved the qualification at Entry 3, with 5 learners achieving Level 1.

ACTIVITY	BUDGET £	DESCRIPTION	CORE VALUE	OUTCOME
Develop qualifications for JGW+ Advancement learners. TS/8/25	£0	Develop level 1 qualifications to deliver to the Advancement learners on JGW+. Customer Service qualifications shall be reviewed to roll out pilot delivery in 2026.	LE1 LE2 CD5 CD6	March 2026 - Staff participate in regular standardisation meetings for the King's Trust Achieve qualification. Staff use these meetings to identify new units to develop for delivery. Following successful implementation of a number of generic employability units, staff are focusing on the customer service unit to develop practical occupational skills for Advancement learners at Level 1.
To develop IQA staff resource to undertake internal quality assurance for qualifications. Reappointment of IQA to new role creates a gap in provision. TS/9/25	£0	Apprenticeship team have qualified IQAs to undertake vocational qualifications. Identify competent person for the ESW Tutor's assessment decisions. Identify a competent person to perform IQA role for JGW+ qualifications.	CD6 – CD9 LE1 LE2 PW1	March 2026 - There are 4 qualified Vocational Assessors on the Apprenticeship team after 3 assessors successfully achieved the IQA qualifications during the year. IQA work for logistics and transport is shared amongst the team as well as the addition of Business Administration, Customer Service and ESW qualifications. ESW Tutor has developed in IQA role for other tutors delivering ESW on apprenticeships. A competent person has been identified on the JGW+ to undertake IQA for employability and essential skills qualifications, IQA training has been arranged to enhance the in-house training and support received during the handover period in March.
To secure PLA funding from August 2025. TS/10/25	£0	To secure funding for the academic year August 2025 – July 2026 for LGV and PCV licences.	CD6 – CD9 LE1 LE2 PW1	August 2025 - this contract is under monthly review due to demand for licences. The college have stated "they will not refuse any learners interested in the licence courses." From August to March the number of learners recruited is 48. Recruitment is continuing to the end of the academic year, at 6 learners per month, providing a total of 72 learners annually.
Increase use of Welsh Language and Resources across programmes. TS/11/25	£0	Develop practitioner use of translation tools and resources. Increase use of bilingual commentary during review, assessment, and feedback.	CD6 – CD9 LE1 LE2 PW1	March 2026 - Welsh application forms and a Welsh-medium induction have been developed for the Customer Services Apprenticeship framework. Practitioners are now routinely using translation tools to provide bilingual comments in learner reviews and feedback. Learners are actively encouraged to use the Welsh language in classroom activities and assessments, supporting the standardisation of bilingual practice and contributing to the aim of increasing the use of Welsh in everyday life and within education and training settings.

KEY TASKS/SERVICE DELIVERY IN 2026/27

ACTIVITY	BUDGET £	DESCRIPTION	CORE VALUE	TARGET DATE
Contract Tender Employability Support Programme (ESP) TS/1/26	£0	Achieve contract with prime contractor/s to deliver ESP in Llanelli and Carmarthen for learners aged 16 – 24. Awaiting results of tender due August/September 2026, indicative offers with ITEC (current partner) and PeoplePlus if successful. Secure funding with successful providers.	CD6-CD9 LE1 LE2 PW1 PW6 PW7 R1 R2 MC8	September 2026
Successful Programme Transition to ESP TS/2/26	£0	Successfully transition to and deliver under the ESP model by maintaining continuity of provision, aligning curriculum and delivery arrangements with programme requirements, achieving timely mobilisation following contract award, and developing a flexible, cross-skilled workforce capable of supporting any required structural and location-based changes.	CD6-CD9 LE1 LE2 PW1 PW6 PW7 R1 R2 MC8	March 2027
Contract Tender Apprenticeship Programme TS/3/26	£0	Achieve contract with Skills Academy Wales (SAW), tender (grant applications) available from 1/9/26 to 31/12/26. Results due March/April 2027.	CD6-CD9 LE1 LE2 PW1 PW6 PW7 R1 R2 MC8	March 2027
Alternative Funding Routes TS/4/26	£0	Consider alternative funding routes to complement existing provisions to maximise opportunities for delivery and income streams, optimising future viability and sustainability.	LE1 LE2 PW1 PW6 PW7 R1 R5 MC7 MC9	March 2027
Marketing and Communication Plan TS/5/26	£2,000	Raise the profile of the Training Department to increase learner recruitment, strengthen employer engagement, and support income growth through effective promotion of funded training opportunities. Develop and implement an annual marketing and communications plan aligned to organisational priorities. Promotion through digital channels, events, employer networks, and community engagement. Work collaboratively cross team to deliver targeted recruitment campaigns throughout the year.	CD1 CD6 CD8 CD9 STP1 STP3 STP4 STP5 STP9 LE1 LE2 PW1 PW6 PW7 C1 C6 C10 R1 MC7 MC9	December 2026
Key Performance Indicators (KPI) TS/6/26	£0	Monthly review of all performance to be undertaken through review with lead contractors. Meet key performance indicators in all programmes and routes. Monitoring learners to meet performance thresholds.	LE1 LE2 CD5 CD6	March 2027

ACTIVITY	BUDGET £	DESCRIPTION	CORE VALUE	TARGET DATE
Increase progressions to Apprenticeships TS/7/26	£0	Improve collaborative working partnership within the training department to increase apprenticeship opportunities for JGW+ learners. Agree Annual meeting Planner and Improve member attendance at the Department's Operational Management Team meetings. Add youth progression into Apprenticeship programmes as an Agenda item at these meetings. Identify progression pathway from youth to Apprenticeship and monitor its effectiveness.	CD6 – CD9 LE1 LE2 PW1	March 2027
Increase use of Welsh Language and Resources TS/8/26	£200	Develop practitioner's use of translation tools and resources. Increase use of bilingual commentary during review, assessment, and feedback. Encourage applications from Welsh speakers when advertising jobs. Improve the Training Departments' Welsh Language Standards in relation to communication and marketing for learners and external audiences. All Communication and Marketing work for learners and external audiences will be produced, wherever possible, in both Welsh and English. Comply with Welsh Language Standards: communication and marketing guidelines.	CD6 – CD9 LE1 LE2 PW1	March 2027
Apprenticeship Recruitment TS/9/26	£0	To meet recruitment targets monthly meetings are held with SAW to manage profiles and monitor contract performance. Strict profile management required to meet Welsh Government thresholds. Profiles under review. Demand submitted to secure additional contact value to support DGV apprenticeships.	CD6 – CD9 LE1 LE2 PW1	March 2027
JGW+ Recruitment TS/10/26	£0	To increase recruitment and occupancy of Coleg Sir Gar learners on JGW+ to achieve maximum contract value. Start and occupancy levels monitored monthly in line with profiles. Maintain ITEC occupancy and increase Coleg Sir Gar numbers to achieve viable learner occupancy. Work closely with Working Wales/Careers to ensure referrals are signposted to both contracts. CSG numbers needed to increase capacity of learners on programme to perform this year to safeguard future operations.	CD6 – CD9 LE1 LE2 PW1	March 2027

ACTIVITY	BUDGET £	DESCRIPTION	CORE VALUE	TARGET DATE
Personal Learning Accounts (PLA) provision TS/11/26	£0	To secure PLA funding from August 2026. Demand for LGV and PCV licence courses submitted, awaiting confirmation of contract value/learner numbers.	CD6 – CD9 LE1 LE2 PW1	August 2026
Essential Skills Qualifications (ESQ) TS/12/26	£100	To deliver ESW qualifications on JGW+ Develop essential skills workshops for learners at Entry level and Level 1 to improve literacy and numeracy skills and learner attainment. Curriculum meetings to be organised.	CD6 – CD9 LE1 LE2 PW1	December 2026

PERFORMANCE

	TARGET 2025/26	RESULTS 2025/26	TARGET 2026/27	RESULTS 2026/27
Recruit JGW+ Learners	67	79	75	
JGW+ Progressions	70%	75.5%	75%	
JGW+ Activity Success Rate	70%	95%	95%	
Recruit PLA Learners	55	66	70	
PLA Completions	90%	93%	95%	
Recruit Apprentices	62	71	70	
Apprenticeship Framework Completion	80%*	86%	90%	

* Apprenticeship completion rates are to the academic year-end – July.