

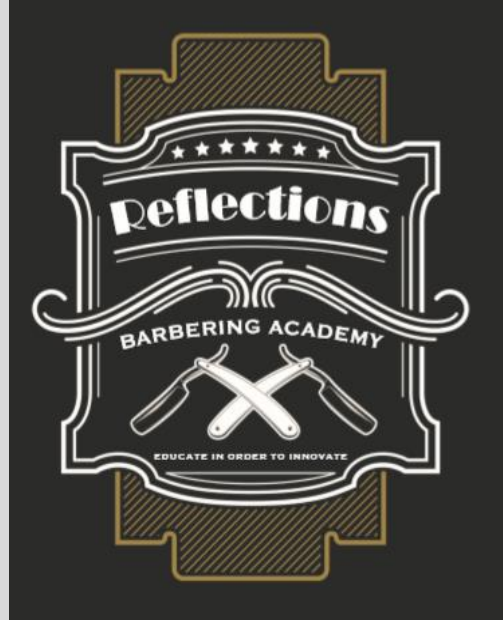
# Reflections Training Academy

*Hairdressing - BARBERING - Business Development*

*Educate to Innovate*



*Hairdressing*



**BARBERING**



**Business Development**



**Study Programme**

## **Employer Engagement Policy**

*Version 8 January 2024*

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## **EMPLOYER ENGAGEMENT PROCESS**

Reflections Training Academy Employer Engagement Policy is committed to engage with all employers in supporting them and local communities. The training sites are both located in central cities (Bristol and Birmingham) allowing easy access for both employers and learners. Reflections aim is to work closely with all employers, partners, apprentices and Stakeholders in offering high quality training in developing the workforce, raising their profile within the local business community.

Reflections work with a range of public and private organisations in supporting us to engage with and supporting growth, skills gap within the sector delivery areas.

Programmes offered to employers are made flexible in meeting the individual employer needs and to ensure the demands of local priorities are fully met. Current delivery models are designed with an On and Off the job training. Training programmes are offered on a roll on roll off pattern allowing the employer to recruit at any time of the year.

### Apprenticeships Available

- Hair Professional Level 2 Hairdressing
- Hair Professional Level 2 Barbering
- Hairdressing Diploma Level 3
- Barbering Diploma Level 3
- Operational Management (Level 5)
- Team Leader/Supervisor (Level 3)
- Business Administrator (Level 3)
- Customer Service Specialist (Level 3)
- Customer Service Practitioner (Level 2)
- Marketing Executive (Level 4)
- Multi-Channel Marketer (Level 3)

The Company Managing Director/Directors are fully responsible and supportive to all Senior Managers/Managers to ensure strategic and operational factors and developments are addressed and investments made based on these demands.

Senior Managers and Managers work closely with a dedicated employer engagement team in supporting the delivery and the meeting of the needs of the employers. The Business Development and Employer Engagement Team follow an individual approach allowing this to be more personalised for the employer and to meet their specific needs.

The Marketing Team produce relevant material which is cascaded to all employers, learners and stakeholders providing up to date information against the "Apprenticeship" route and where new

employers may challenge “why” this is a suitable programme. The marketing strategy is revised annually to ensure the clear intent of programmes are delivered.

Employers will gain a wealth of support through our fully qualified tutor/assessor team during planned and unplanned (additional requests) visits to the learners workplace. Learner progress will be monitored at regular points of the programme.

All employers will work with the Business Development and Engagement Team in selecting their individual training and development needs through the Organisational Needs Analysis (ONA) this will allow us to benchmark any priority areas and provide an action plan, where the needs of their business falls with time frames set by when and who. These will be monitored and reviewed alongside the management Team.

All employers will be invited to attend and take part each year and during their learners programme where support, advice and guidance is offered, and the sharing of good business practise.

This will be forms of but not limited to;

- Breakfast Meetings
- Employer Forums (a minimum of twice a year)
- Webinars (these will also be sector related)
- Recruitment Events / Fairs

In supporting recruitment for our employers, vacancies will be submitted on to the “Recruit an Apprentice” Indeed, through our Social Media platforms and externally sourced agencies e.g metro, spotify.

### **Industry related Workshops**

In further developing and up skilling of the workforce throughout the year and following ONA actions. Workshops will be available for all our employers and their team members. These are published to all employers and through our social media.

Where an employer is dissatisfied with the service that they have received then a formal complaint can be made following our complaints procedure.

### **Quality Assurance**

All feedback will be gathered and collected throughout the year in evaluating the performance and progress of the Academy and team. This will include learner 6 week and 6-month Quality Assurance calls, 10 weekly employer feedback meeting, FE Choices Surveys, Survey Monkey Sector questions evaluations. This data is presented to the top team meetings and will feed into the Academy’s self-assessment report (SAR) produced annually. Continued improvements will form part of the Quality Improvement Plan (QIP). All employers will receive a SAR summary following this.

## Relationship Contacts and Communication

	Contact Name	Telephone	Mobile	Email
<b>Employer / Workplace:</b>				
<b>Birmingham</b>	Laura Tonks	0121 643 2147	07500338584	<a href="mailto:Laura.tonks@reflectionstraining.co.uk">Laura.tonks@reflectionstraining.co.uk</a>
<b>Bristol</b>	Lottie Hart	01179 221 440	07392196210	<a href="mailto:lotty.hart@reflectionstraining.co.uk">lotty.hart@reflectionstraining.co.uk</a>
<b>Next Level</b>	Annie Walters	01179 221 440	07909915826	<a href="mailto:annie@nextlevel-training.co.uk">annie@nextlevel-training.co.uk</a>
<b>Learner Queries:</b>				
<b>Birmingham</b>	Cheryl Townsend	0121 643 2147	07826917061	<a href="mailto:cheryl@reflectionstraining.co.uk">cheryl@reflectionstraining.co.uk</a>
<b>Bristol</b>	Matthew Barrett	01179 221 440	07826917066	<a href="mailto:matt.barrett@reflectionstraining.co.uk">matt.barrett@reflectionstraining.co.uk</a>
<b>Next Level</b>	Kate Sperring	01179 221 440	07787537047	<a href="mailto:kate@nextlevel-training.co.uk">kate@nextlevel-training.co.uk</a>
<b>Safeguarding Health &amp; Safety:</b>				
<b>Birmingham</b>	Sarah Evans	0121 643 2147	07500668567	<a href="mailto:sarah.evans@reflectionstraining.co.uk">sarah.evans@reflectionstraining.co.uk</a>
<b>Bristol / Next Level</b>	Jordan Cross Suzanne Sewell	01179 221 440	07500338437 07425607820	<a href="mailto:Jordan.cross@reflectionstraining.co.uk">Jordan.cross@reflectionstraining.co.uk</a> <a href="mailto:suzanne.sewell@reflectionstraining.co.uk">suzanne.sewell@reflectionstraining.co.uk</a>

To help us improve our services, training and education we would welcome your comments, compliments and complaints. We promise that your comment or complaint will be investigated fully.

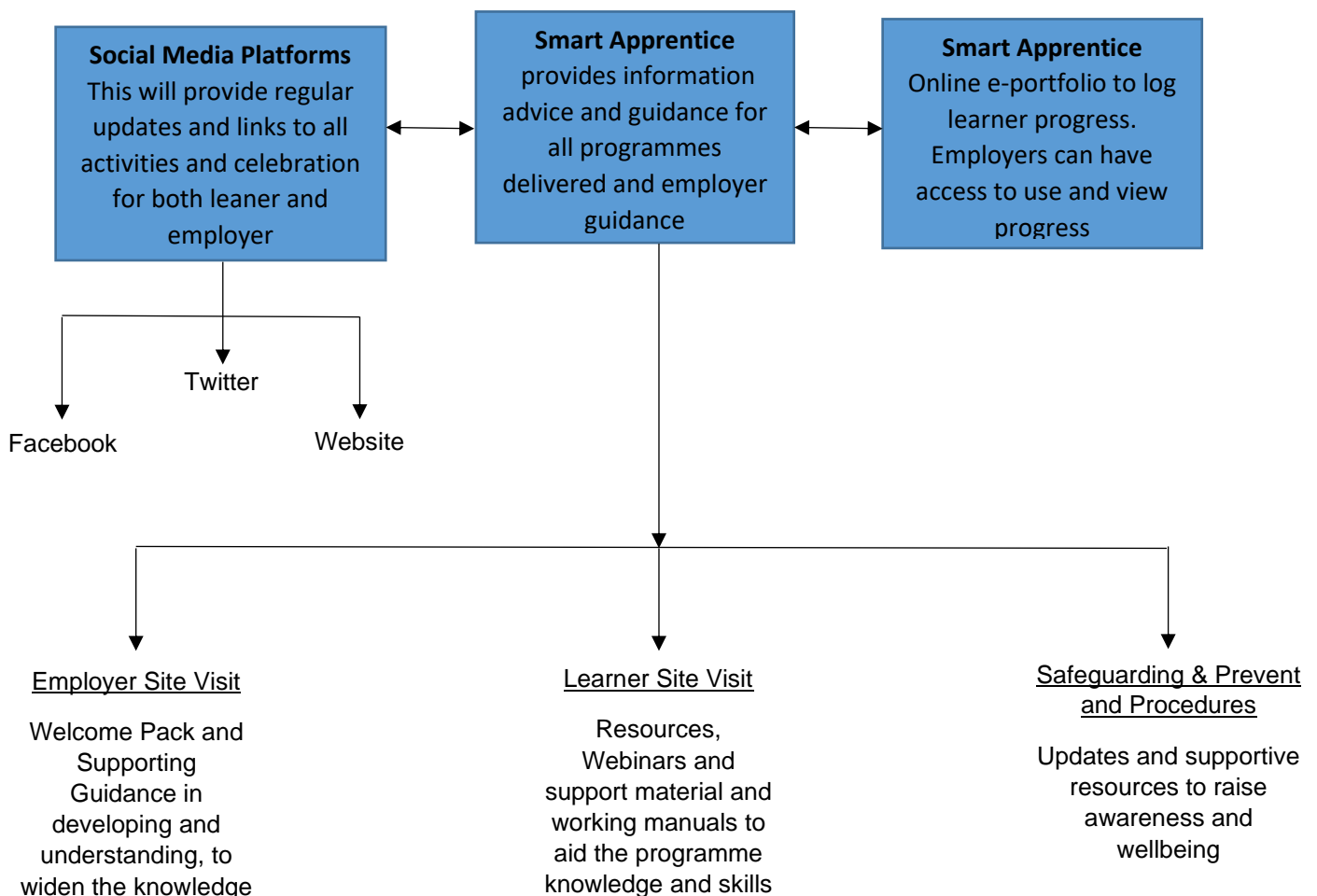
You will receive an initial response within five working days and you will be kept informed of the action we are taking. If you are not satisfied with how your initial complaint was dealt with, please contact the relevant Academy Senior Contact;

[https://reflectionstrainingacademy-my.sharepoint.com/personal/lucy\\_reflectionstraining\\_co\\_uk/Documents/Lucy/Policies and Procedures 2024/Employer Engagement/Employer Engagement Policy - Version 8 January 2024.docx](https://reflectionstrainingacademy-my.sharepoint.com/personal/lucy_reflectionstraining_co_uk/Documents/Lucy/Policies and Procedures 2024/Employer Engagement/Employer Engagement Policy - Version 8 January 2024.docx)

<p><b>Birmingham:</b> Cheryl Townsend Academy Assisting Director 0121 643 2147 07826917061 <a href="mailto:Cheryl.townsend@reflectionstraining.co.uk">Cheryl.townsend@reflectionstraining.co.uk</a> Reflections Training Academy Unit 2a/2b Commercial Street Birmingham B1 1RS</p>	<p><b>Bristol:</b> Phil Davis Director 01179 221 440 07909915875 <a href="mailto:Phil.davis@reflectionstraining.co.uk">Phil.davis@reflectionstraining.co.uk</a> Reflections Training Academy 15a Colston Street Bristol BS1 5AP</p>	<p><b>Next Level:</b> Kate Sperring Director of Next Level Training 01179 221 440 07787537047 <a href="mailto:kate@nextleveltraining.uk.com">kate@nextleveltraining.uk.com</a> Next Level Training 15a Colston Street Bristol BS1 5AP</p>
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### Forms of Communication

Reflections Training Academy provide strong links in order to keep Employer, Learner and Stakeholders informed of all progress and development and maintaining high quality delivery of all programmes and Apprenticeships delivered.



NOTE: Employers will receive smart apprentice login details via the I.T Co-Ordinator when requested

**Employer communication** (but not limited to)

- 10 weekly meeting (evaluate performance) feedback report
- Set up and welcome visits
- Employer Forums/Network meetings
- Quality Assurance calls (evaluate performance and support received)
- Update Emails (inclusive of learner attendance)
- Newsletters
- SAR summary report
- ETF Prevent Online module (safeguarding / prevent)
- Learner Manuals

**Learner Communication** (but not limited to)

- Learner Performance Review
- 6 week Quality Assurance call
- 6 month Quality Assurance call
- Pre Reviews “You said we did”
- Weekly texts
- Attend learner forums (minimum of 3 times a year)
- Exit Questionnaires (“how did we do”)
- Pre-review (post group meeting)

**Other forms and methods in promoting apprenticeships**

- Local paper adverts
- Door flyers to promote Apprenticeships
- Website calendar of events
- Year Planners/Industry trial sessions
- Open days

## Employer Engagement Process

