

KSVN Employer Engagement

Promotion of Apprenticeships

KSVN has a high presence in the local veterinary environment, working closely in long-standing relationships with over 50 veterinary practice employers providing ongoing training, information support, providing CPD events for Veterinary Nurses as well as Centre staff attending regional veterinary events and so maintaining our profile in the local & regional profession.

We work with employers to:

- Encourage them to identify and recruit apprenticeship positions in their business.
- Support them in the recruitment of suitable apprentices.
- Advertise alongside employers any apprenticeship job vacancies on the Find Apprenticeship Training and National Careers Service websites as well as on the KSVN website. This is designed to support employers and individual learners.
- Promote Apprenticeship funding to employers through general information sharing, during work place visits and at annual Employers/Stakeholder event at the Centre.

We will continue to encourage our large business employers to use the apprenticeship levy funding system to train & develop staff, in addition we will work with non-levy, co-funded employers to deliver apprenticeships across the range of stakeholders across our sector & supporting them to gain access to apprenticeship funding through the DAS account system.

Details of the KSVN course provision are included on the websites mentioned above.

Promotional details of Apprenticeship funding to increase employer engagement are included in:

- Website marketing
- General communication
- Stakeholder meetings – employers and assessors throughout the year
- Face to face meetings at work places

Supporting the employer

The Directors have overall responsibility for managing employer relationships & making decisions according to protocol, working independently or following discussion with the fellow Co-Director.

A summary of the support provided:

- Support in recruiting the apprentice to the specified role and programme, including checking entry requirements and interviewing applicants.
- Dedicated employer workplace support & training management role.
- Ensuring the programme meets the requirements of the qualification and enables professional status with the regulatory body at completion.

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- Regular, flexible visits, communication & support from the KSVN team, working to fit in with the employers requirements and business demands at the same time as ensuring learner support and complying with apprentice funding requirements (including Learner progress reviews).
- Regular reports & data from KSVN regarding the progress of the learner communicated to employer/representative.
- Safeguarding support for apprentices and employers.
- Communication feedback opportunities for any concerns or issues that they may have regarding the learner and the progress they are making.
- Involvement in the plans and delivery of the apprentice's programme.

Full details of the support provision and requirements of the employer are included in the training agreements between the Centre, the employer & the employers representative/assessor, with these documents provided when commencing a programme for a new student and/or completed and signed as read, understood & agreed by all parties annually at the commencement of the academic year.

There is a Head of Quality for the Centre, also a Director, whose has overall responsibility for relationships with the employers. The Head of Quality monitors the performance of the apprenticeship programme as a whole and is the person responsible for ensuring the overall quality & compliance of the programme. This includes monitoring factors such as employer and learner satisfaction scores and dealing with specific complaints and issues. These will be handled in line with our Complaints & Appeals Policy.

The QV team (Quality Verifier) are engaged with the employers and work-based assessors in a general communication, support & review role with a named QV appointed to each employer workplace. The whole KSVN team are involved with the employer/representative and team across their roles. The tutors communicate regarding student progress (in mid-term & end of term reports), and at times any issues & successes are reported direct to the learner and the employer. QV reviews of practical skill progress are reported on the learners e-portfolio for the information & guidance of the learner and their assessor. Key milestones, achievements and assessment outcomes are shared with the employer with training plans and targets updated.

Visits to the veterinary practice employer sites ensure good information sharing and quality assurance of the sites. There are a minimum of two employer visits each year at least one on site with the other either on site or via video meeting, assessor standardisation events occur three times a year and there is an annual employers meeting – these help to ensure employer engagement and provides an opportunity for feedback & clear sharing of information & delivery options & plans to occur.

In addition, we provide three standardisation events each year for the development & support of the assessor (Clinical Coach) team as well as the initial Standards specific assessor training (Clinical Coach Skills training), which is approved by the Awarding Body as being relevant & valid to the Standards and programme. This ensures the most appropriate workplace assessor is selected and is suitably trained in the correct content and processes. In the case of the Veterinary Nursing qualification the assessor is employed by the employer and works in the workplace alongside the apprentice.

KSVN Team members attend the Centre-based events to provide a full team contact with the stakeholders. Feedback is two ways at these events with employers and/or assessors contributing in addition to the Centre team. Information resulting from frequently asked questions in the interim periods are integrated into the events to ensure all are updated

& informed. Records of the events are added to the members area of the website to ensure information is available after the event for reference and for those unable to attend.

In summary, the opportunities to monitor our services to employers includes:

- Employer surveys
- Face to face discussion/feedback during visits to the work place
- Informative reports on individual learners sent to employers throughout the programme
- Face to face conversation at stakeholder meetings in Centre
- Analysis of complaints data
- Website information including in members area & emailed communication, social media communication
- Feedback from Awarding Bodies, Regulatory Bodies, End point assessment organisations, Ofsted and ESFA.

All of this intelligence will enable us to review our performance and ensure that we constantly work to support our employers in the effective delivery of their apprenticeship programme.

The Primary Centre service also includes periodic review of the student's e-portfolio of training development and regular communication with the employer / training staff. The assessors are risk banded for QV purposes to ensure additional support needs are identified and responded to, for example high risk assessors are provided with a mentor, have additional sampling of assessment decisions and additional support visits/training. Training records for the learner are detailed & kept both by the assessor and the QV team.

Periodic employer, assessor & learner reviews occur on a twelve-week cycle with good two way communication channels maintained to ensure a supportive training programme which is continuously measured to support & develop Apprentice progress.

Details of the planned employer-site visits and Centre events are published at the start of the academic year so that all are aware of the opportunities to communicate, in addition to the other events and modes of communication readily available. Learners and employers are also risk assessed to ensure needs & concerns are identified and addressed – according to the sampling strategy which may mean additional visits or e-portfolio review. Mediation between assessors and apprentices or employers is sometimes necessary.

Our communication statement is to reply to communication within two working days which is declared in the training agreement between Centre & employer (Memorandum of Understanding). Much of the general communication occurs via face-to-face meetings – at workplace visits or centre-based events, or via video meeting or email.

There are clear communication channels between all and a complaints & appeals procedure. Active Centre-employer engagement & communication is maintained as normal practice. The training agreement between Employer & Centre is renewed at the start of each academic year to ensure the requirements of this contract is freshly reviewed & renewed.

We attend Awarding Body and Regulatory Body events to ensure we are current and have a profile in the veterinary community. Our presence on social media is well supported & our website is well promoted. The KSVN website www.ksvn.co.uk includes open access information for prospective employers & students and key Apprenticeship information and vacancy details relevant to the Sector Standards as well as useful links to other sites such as Awarding & Regulatory Bodies as well as Apprenticeships. The website also has an area with access limited to members with password codes, which includes policies & procedures and course specific details.

Created Jan 20 CG – annual review: Aug 20 – CG. Reviewed Aug 21 CG. Reviewed Aug 22 CG. Reviewed Sept 23 CG



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We are located in Faversham, Kent which has a good geographical reach across Kent & into SE London with its proximity to two motorways, major link roads, train stations and the town centre has multiple car parks.