



Employer Engagement Strategy

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Employer Engagement Strategy

Introduction

Pearson TQ (TQ Education and Training Limited)¹ is a training provider who is a daughter company of Pearson plc. Pearson TQ provides educational services to large, levy-paying, national public and former public service organisations, primarily operating in the UK, but also via our mother company, globally. Pearson TQ's head office is based at 80 Strand, London and offers education and training here, at other campus sites (Oxford, High Holborn and Manchester) and primarily on the employers' premises. Our learner population is culturally and ethnically diverse and this is reflective of the employers' employee cohort. Our learners include school leavers on full-time courses, Apprentices and adults gaining skills for professional and/or personal development.

Apprentices are also employed by Pearson TQ in a range of roles including business development, administration and management.

Pearson TQ, as a subcontractor, was rated by Ofsted as 'Good' in 2016 as part of the Ministry of Defence (MOD) Army apprenticeship and 'Good' as part of Pearson in 2015 inspections.

We aim to connect, and support public (or former public service) organisations and large organisations, to benefit staff, learners, employers and the public, sharing our knowledge and expertise to inspire our learners of the future and to have an impact on society.

Pearson TQ's Mission Statement

To become the partner of choice for the Public Service and large employers, providing high quality, inspirational education and training that meets the ambitions of individuals, enabling Public Service and large employers to have the most skilled and capable workforce to service the national need.

Our Core Values

Model and defend the Pearson Values of brave, imaginative, decent, and accountable. The four Pearson Values indicate the type of conduct we should all exhibit and also what our customers and stakeholders expect from us.

¹ TQ Education and Training Limited's brand is 'Pearson TQ' as it is part of Pearson Plc Group.

Brave: Takes bold and decisive action to deliver ambitious outcomes; champions a culture of high performance.

Decent: Listens; encourages and respects difference; treats all people fairly, with honesty and transparency.

Imaginative: Looks beyond immediate job both inside and outside of Pearson and introduces new ways of thinking and working.

Accountable: Gets results by owning the solution, getting the right people involved, and delivering on promises.

Strategy

Employer engagement is a priority for Pearson TQ. We encourage close liaison with employers to maintain the currency of the curriculum we deliver, to ensure our Apprentices are ready to work to industry standard in their chosen vocational area.

We develop close links with employers, who liaise with the sector specialists to offer work placements, and ensure our Apprentices have the technical knowledge and understanding, underpinning skills and attitudes and behaviours needed in the workplace.

At Pearson TQ we are proud of the links we have built over the years with the Royal Navy , Army, and Royal Air Force , in order to help develop our Apprentices and offer tailored learning. We aim to ensure Apprentices continue to gain the relevant skills to grow within the workforce. We are enthusiastic to form new partnerships and work with new organisations and are interested to hear from any employers who would like to get involved.

Apprenticeships

Pearson TQ has continued to develop its Apprenticeship offer with public bodies and has seen a steady increase, through repeat business, over the course of the past 8 years.

We are proud of our customised delivery model model that we offer our employers, which is flexible to ensure high quality training whilst meeting the operational demands of the organisations we work with. We have utilised a range of methodology to ensure Apprentices achieve Functional Skills, the majority of whom achieve above the level required for their Apprenticeship as well as supporting the employer in linking those skills to promotion. We have supported Apprentices worldwide, often in hostile locations on military operations to ensure their ability to learn was not interrupted, including sending delivery staff to places such as the Falkland Islands and Cyprus.

Employers value Pearson TQ for a combination of excellent employer support, information, advice and guidance, plus the high quality of teaching, learning and support for the Apprentices. We pride ourselves in active management at all levels of the provision with senior managers taking an active part in ensuring the provision meets employer and Apprentice needs.

Key achievements



Key Achievements

At the Royal School of Military Engineering we've reduced training time by 10% + increased pass rates by over 10%, to 95%



Following contract transition, we increased Timely Success Rates for RLC apprentices from 47% to 77%



31% of BT learners have been promoted since participating in the BT Future Leader programme, run by PTQ



BT Future Leader Functional Skills success rates are



We've supported
2,115

Royal Engineers to achieve their Army apprenticeships since August 2011



4,000+

apprentices are on programme with us at any one time



"Pearson TQ should be proud of the high Functional Skills achievements at both Levels 1 and 2... It has been a pleasure to work with Pearson TQ staff who have responded to all requests and improved standards, shown initiative and responded well to suggestion."

Peter Capon - SO2 Accreditation, HQ Royal Engineers

"For me, the programme was about changing my career aspirations and getting an external qualification that's recognised by all of the industry. From the company's perspective, they are training people to be well-versed in management skills."

BT Future Leader programme participant



The latest BT Future Leader cohort of 146 learners to go through their EPA achieved

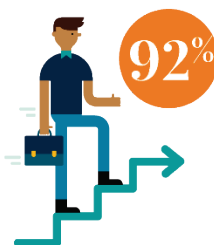
97% **96%**
First time pass rate Graded Distinction

100% **overall success rate**
(ie, any element not passed the first time was passed the second time)



Corps of Royal Engineers Apprenticeships 2017/18 Success Rates are

83% **81%**
Overall Timely



92% of Line Managers say "My team member is developing into a leader/manager"

[BT Future Leader programme survey]

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BT Future Leader programme survey

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BT Future Leader programme Apprentice

Apprenticeships we deliver on include:

- Construction, Carpentry, Bricklaying Building and Structural Finishing, Heating & Plumbing and Plant Operation for Military Engineers, enabling a safe and professional set of skills that allow for work on both Military and Civilian construction sites.
- Engineering: Engineering Maintenance for Military, Armoured Engineers, Fitters and Fabricators.
- Transport and Logistics including Military drivers and warehouse operatives.
- Business Administration, with both military and civilian employers.

- IT and Telecommunications, allowing Military communicators the ability to utilise specialist equipment in support of their employer.
- Team Leading, Operational Manager with progression opportunities to degree and Higher Apprenticeships, working with employers to identify and grow internal talent into active and qualified managers with pathways to professional recognition.
- Port Operative for military port operators
- Ordnance Munitions and explosive Technicians
- Workboat crew member for military mariners
- Customer Services, including call center operations

Employers include:

British Telecom, Thales UK, UK Power Networks, Corps of Royal Engineers, Royal Logistics Corps, Adjutant General's Corps (SPIC Branch), Royal Navy, Royal Air Force, Civil Service and the Ministry of Defence (MOD).

Case studies

Royal Logistic Corps Apprenticeships

In October 2015, Pearson TQ were awarded the contract to deliver a range of Army Apprenticeships to soldiers and service personnel from The Royal Logistic Corps (RLC), Royal Air Force and Royal Marines.

See <https://www.pearson.com/uk/web/pearson-tq/case-studies/2016/10/royal-logistic-corps-apprenticeships.html>

Royal Engineers Apprenticeships

Since 2011, Pearson TQ has both developed and delivered Army Apprenticeship programmes to soldiers serving in the Corps of Royal Engineers. See

<https://www.pearson.com/uk/web/pearson-tq/case-studies/2016/10/royal-engineers-apprenticeships.html>

British Telecom

Since 2017 Pearson TQ has provided the BT Future Leaders Programme, utilising the team leading apprenticeship. See <https://www.pearson.com/uk/web/pearson-tq/news-and-blogs/05-the-tale-of-an-apprenticeship-programme.html>

Welbeck Defence Sixth Form College

In 2005, Pearson TQ were appointed to run Welbeck Defence Sixth College in Loughborough, which prepares 16-18 year old learners for life at university and beyond, by giving them a well rounded curriculum that challenges and develops them academically, physically and socially.

With full boarding facilities and a capacity of 350 learners, the academic programme is targeted at technical and science A-level STEM subjects.

This is a co-educational full boarding college, where learners are funded by the Ministry of Defence (MOD) on a means tested basis.

It offers an A' level education to pre-selected learners following a career as a technical or engineering Officers within the armed forces or the MOD civil service.

Find out more about our work with Welbeck Defence Sixth Form College:

<https://www.pearson.com/content/dam/one-dot-com/one-dot-com/uk/microsites/tq/documents/case-studies/DSFC-Case-Study.pdf>

Royal School of Military Engineering

In 2008, Pearson TQ were appointed to deliver a 30-year technical training contract as part of the Holdfast consortium at the Royal School of Military Engineering (RSME). Training is required for the Corps of Royal Engineers across a spectrum of ages, ranks, abilities and course types.

The Corps of Royal Engineers has approximately 10,000 staff situated globally and of these around 4,000 successfully complete some form of training at RSME each year.

Pearson TQ provides training in support of the consortium in the following areas:

- Construction Plant Training
- Management of Construction Plant Operations
- Construction Plant Maintenance and Repair

We have worked closely with the RSME customer to achieve a number of objectives; to improve the learner experience, to increase knowledge retention and to reduce time and cost to the Ministry of Defence.

One objective was to transform the training, to enhance the learner experience and improve pass rates. In doing so we have successfully reduced the overall training time by 10% as well as increasing pass rates from 90% to 95%.

Find out more about our work with the Royal School of Military Engineering:

<https://www.pearson.com/content/dam/one-dot-com/one-dot-com/uk/microsites/tq/documents/case-studies/RSME-Case-Study.pdf>

Find out more about our training transformation work at the RSME:

<https://www.pearson.com/content/dam/one-dot-com/one-dot-com/uk/microsites/tq/documents/case-studies/RSME-TT-Case-Study.pdf>

Army Foundation College, Harrogate

The Army Foundation College is the only Junior Entry Phase 1 training establishment in the British Army. The College plays a vital role in providing the basic military training and developing future leadership. It offers a mix of military training, personal development, and education for under 19s that provides them with the skills to succeed in the Armed Forces, and also their civilian lives beyond the military.

The College aims to create a well-rounded Junior Soldier - physically, conceptually and morally. The delivery of training is conducted in accordance with a carefully synchronised College programme and is

aimed to be progressive and provide variety. There is a balance between classroom, camp and field training.

Pearson TQ is the MOD's education provider offering:

- Entry onto the Army Apprenticeship scheme
- English, Mathematics and ICT functional skills
- Library Services
- Sports and recreational training and activities

Pearson TQ Construction Academy

Pearson TQ Construction Academy specialises in the delivery of construction-based training courses to an exceptionally high standard. We offer quality training at affordable prices to companies and individuals looking to expand their construction skill base and gain accreditations to work on construction sites.

Delivered through our dedicated Construction Academy, based in Kent, we are able to deliver construction plant training and qualifications. Ranging from CPCS, NPORS, to bespoke course programmes, we are able to provide experienced and high quality training either at our training centre or nationally across the UK on-site at a client's premises. With over 20 years' experience in construction plant training, we have delivered construction plant training to over 4,000 individuals.

Strategic partners

Pearson TQ and our parent organisation, Pearson plc, has a wide range of strategic partners that support our employer engagement strategy. In Pearson TQ these include, the Ministry Of Defence, Army Personnel Policy Branch, the Education and Skills Funding agency (ESFA), Health Education England, Civil Service Learning.

Pearson TQ will engage with the ESFA to utilise the National Find Apprenticeship Training (FAT) to ensure that employers in our sector areas are able to find our services and the manner in which we operate.

Pearson TQ is a proud member of the Association of Employment and Learning Providers (AELP).

Pearson has an existing track record of success in employer engagement into qualification co-creation and endorsement with 500+ employers engaged in the last 5 years. This strategy is about enhancing that success. This includes working with:



How we identify and engage with employers

Pearson TQ identifies employers through a range of methodologies and key account engagement is key to this. By having a clear strategy with regards to the employers we work with, we identify how the employer sources their provision, which is key to how we engage with them. We identify key personalities within the organisation and seek to engage with them directly to fully understand their requirements. This is particularly important as most public services organisations have a requirement to source provision through competitive tendering and once a tendering process is engaged we cannot speak directly with them. Through early engagement with the employer we are able to save the employer time and costs by ensuring we understand their requirements prior to the tender process and that our tender meets their requirements. We engage with a range of our employers via industry days to help them to identify the best practice in the market place and to suggest how they might obtain the best results.

How we work with employers

Pearson TQ is a key partner of the levy paying public services and former public services sector. We take an active partnership approach to working with employers. By this we mean we never lose sight of the fact that delivery belongs to the employer and we simply guide and support the employer, ensuring that they work within the legislation and that the best interests of the Apprentice are kept paramount. We take a flexible approach to our delivery design, whilst ensuring all elements of legislation are met, such as 20% off the job training. We work in partnership to create a delivery programme that ensures the best outcome for the Apprentice whilst flexing to the demands of the employer's operation.

No two Apprentices, no two employers are the same; consequently, our programmes are unique to the Apprentice and to the employer. In the case of Apprenticeships, we ensure the Apprentice only studies new knowledge, we do not use off the shelf solutions, preferring to work with the employer to design a programme that meets their needs and demands of their work. Consequently, we adjust the cost of programmes to cover the costs of what we actually deliver, not creating a one size fits all approach. This means the employers' levy goes further and creates a culture of trust and transparency between the employer and Pearson TQ - a true partnership.

With all our existing clients we take a co-creation approach to our delivery design. Where the employer has existing programmes we incorporate this into the design of delivery and in some cases co-deliver the programme. We are happy to act as the main provider, taking the lead in the delivery, management and governance of the programme, or as a subcontractor. We expect employers to take an active part in their Apprenticeship programmes, for example encouraging nominated work-based mentors and line manager engagement in the review and gateway process.

Pearson TQ firmly believes in effective governance of programmes. Just as being accountable is one of our core values we would expect our employers to hold us to account, agreeing key performance indicators and holding us to them. We expect a partnership approach to the management and leadership of the programme that allows for a mutual approach to problem solving- we are one team ensuring outcomes for Apprentices.

With our existing clients we have joint communication to all stakeholders ensuring an agreed message is sent out to the business and the Apprentices. We are a large organisation and so are our clients and so we understand the complexity of ensuring an agreed communication and how difficult it can be to speak to the right person. Pearson TQ utilises a key account management approach to overcome this complexity. Initially this works on a single point of contact which then matures into a communication matrix as the delivery progresses. However, there is always someone whose primary function is to be the point of contact for the employer who is senior enough to ensure the employer gets the support they need. We hold two levels of meeting, at a tactical level with the key personnel engaged in the day to day delivery and at a strategic stakeholder level, with senior managers in attendance ensuring the overarching governance, compliance and contractual obligations are met. We hold these meetings at an agreed interval and as frequently as needed to ensure the outcomes for Apprentices are achieved and the quality of delivery is high and benefits from continuous improvements.