



**The Warrington
Business School**

Employer Handbook

Training
that works™

Contents

Foreword	3
Welcome to Training that Works™	4
Training Benefits	5
Employer Journey	6
Needs Analysis	7
Skills Pledge	8
Customer Charter	9
Training Overview	12
Types of Training	17
Performance Management	20
Feedback	22
Important Information	23
Health & Safety Policy	25
Quality Assurance	26
Key Contacts	27
Stay Connected	28
Index	29

Foreword

The Warrington Business School has made a pledge to the people of Warrington and the wider region. What we offer is a way to get more out of work/life. Everything we do is designed to help as many people as possible learn how to make a difference. Through our training services, we are creating more opportunities for the community to grow and develop the economy through our partners. We are pleased to offer our service to all employers - locally, regionally and nationally.

Paul Hafren, MBA
CEO, The Warrington Business School
Principal, Warrington Collegiate

Welcome to Training that works™

The Warrington Business School was developed in response to the need for reliable, results orientated training and workforce development services which was highlighted by the Leitch Review of Skills (2006).

Supported by the North West Development Agency and with an initial capital investment of £5 million, the school opened for business in 2007. A modern, three-storey, purpose built premises located conveniently on the A49 is now the head office for the business development team and the centre for off-the-job training, workshops and conferencing.

A recognised leader in Apprenticeships and an approved Train to Gain provider, The Warrington Business School delivers 1000s of NVQs, professional qualifications and technical certificates every year, from pre-entry to post graduate level.

We make it our job to understand employer needs and respond to market change and demands. Our business development team is led by commercially astute, industry experts, keen to support growth in their sectors. Our customers are integral to our new product development process. Together, we create and develop **Training that works™**.

Features of our service:

- Expert insight and single point of contact
- Performance management
- Quality assurance
- Access to funding
- Evident impact

Training Benefits

Benefits to you:

- Saves resources – targets underutilised talent in workforce
- Improves efficiency – helps operations work smarter, not harder
- Increases customer satisfaction – experience repeat business and increased referrals

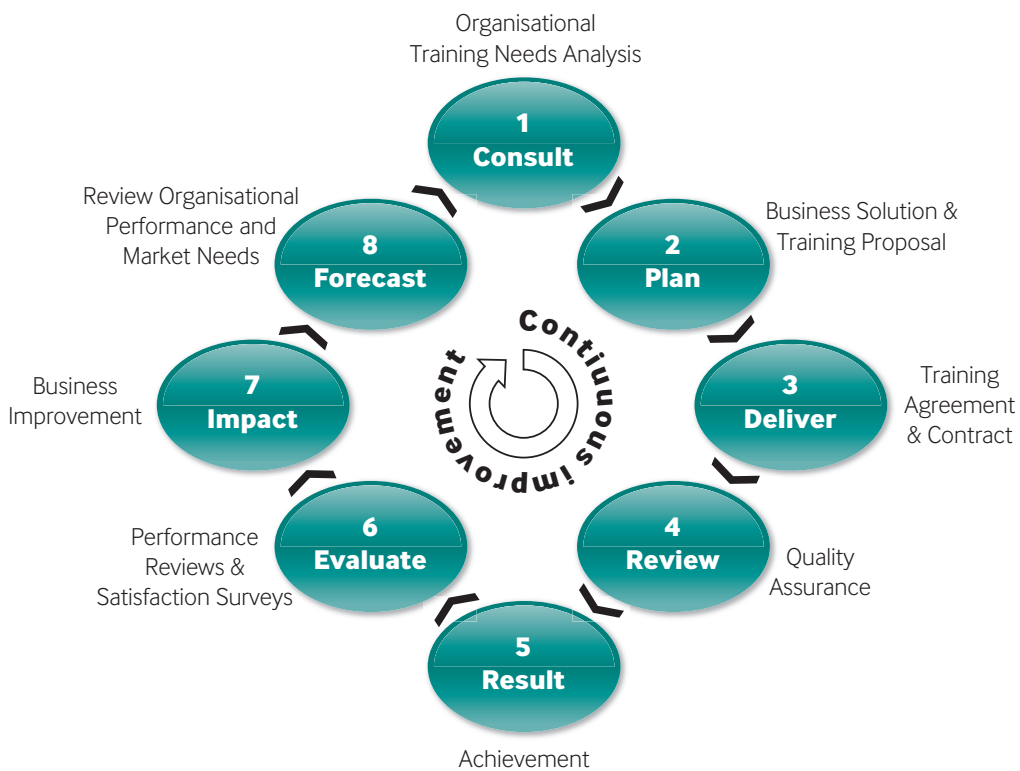
Benefits to your employees:

- Learn the in-demand skills of your industry
- Provides evidence of commitment to personal development and improving skills
- Improves individual performance



**The Warrington
Business School**

Employer Journey



Training Benefits

Partnership

Our approach to training is collaborative. We work in consultation with our customers to create training programmes which are fit for purpose. To be effective, training requires buy-in from employees and employers. Through partnership, we offer our customers greater control of the delivery and a better outcome. This also enables us to offer bespoke training and ensure the same quality and dependability of our standard product range.

To engage more employers in the World Class Skills Campaign, the Business School also hosts a series of **Business Breakfasts** at its head office. As a customer, you are invited and encouraged to attend these informative, networking events. Dates are announced at www.thewbs.co.uk.

You will also be invited to participate in **Employer Forums**. These get-togethers give employers a chance to discuss the threats and opportunities facing their industry and take an active part in supporting the future development of their industry.

Needs Analysis + Proposal

Understanding your organisation and the skills gaps within your workforce is vital to the success of your training. To achieve this, a thorough needs analysis will be conducted by your Account Manager and presented to you in the form of a training proposal. This will clearly outline the recommended training programme(s) and the outcomes for your business. Provided this proposal meets your approval, you will be agreeing to your responsibilities related to the training included in this handbook.

Skills Pledge

The Warrington Business School has proudly joined the National Skills Pledge. We have committed to invest in our employees and help them realise their potential through training and education.

This promise to the Learning and Skills Council is to raise skills and competencies of employees and publicly support the overall development of the UK workforce. To promote the success of the Skills Pledge, we also encourage all our employer customers engaged in training to sign-up to the pledge.

By making the Skills Pledge, an organisation commits to:

- Actively encourage and support employees to gain the skills and qualifications that will meet the needs of the business and will support their future employability
- Further support employees to acquire basic literacy and numeracy skills and work towards their first full Level 2 qualification
- Demonstrably raise employee's skills and competencies to improve their organisational performance through investing in economically valuable training and development

For more information on the Skills Pledge, visit

<https://skillspledge.broadssystem.com/MakeTheSkillsPledge.aspx>

Customer Charter

The Warrington Business School is committed to helping our employer customers improve performance and become more competitive. We trust our people and only employ people with the attitude and aptitude to make a positive difference in your training. Our people are our most important asset. Each member of the team is expected to be personable, attentive to your needs, act in a professional manner and improve our service in response to your changing needs. We believe in our training programmes and in providing our customers with the kind of service that exceeds your expectations.

As a customer, you can expect:

Choices

- To have your needs thoroughly analysed – before, during and after training is delivered
- To be presented with clear solutions which understand and meet your needs
- To be an active partner in training, planning and delivery.
- To understand the training choices available and how they can improve and impact on your organisation
- To develop the basic skills of your organisation along with work-related training

Skills and Knowledge

- To be a partner and supported in co-creating your training plan and goals
- To be connected to an expert familiar with your sector
- To be supported in taking risks and developing your understanding in unfamiliar areas
- To have access to training which will improve your people and drive your organisation's performance
- To be kept up-to-date on the business school, new products and services

Learning Environment

- To have access to flexible training that will minimise disruption and costs
- To have access to experts who are able to extend and develop your understanding of training and its impact
- To have access to learning resources which meet the needs of your people

Feedback

- To participate in assessment activities and evaluate service delivery
- To provide feedback on your experience to help us improve our service

As a training provider, we expect:

Commitment

- To support your people in attending all scheduled training appointments and reporting absence
- To inform us of your changing needs and requirements and offer feedback on our service as requested
- To encourage a positive attitude to your training and learning goals
- To comply with the rules and regulations of the college, qualification board, funding bodies and other stakeholders
- To adhere to Health and Safety procedures
- To determine, evaluate and measure the impact of our services on your business
- To encourage progression and development of skills

Integrity

- To communicate any concerns to a member of staff so that appropriate support can be identified
- To promote respect for others regardless of their ethnic background, sexuality, gender, religion or personal circumstance

Our Promise

If, for any reason, you are unhappy with any aspect of our service or training, or feel you could not confidently recommend us to your colleagues, we would like to know as soon as possible so that we can make good on our service promise.

The Customer Charter is reviewed on an annual basis.

For details go to: thewbs.co.uk.

Training Overview

Flexibility and cost-effectiveness are standard features of any training programme offered by The Warrington Business School. Developed by training experts with commercial backgrounds, they are designed to improve skills and 'know how' with minimal cost and disruption for maximum impact.

To find the most up to date and accurate course information on workshops and short courses anytime, visit www.thewbs.co.uk.

Training is an instant confidence boost for employees. The investment itself is seen as a sign that they are a valued employee. It also drives motivation and promotes morale, creating a better, more effective and productive workforce.

For the most part the training provided by The Warrington Business School is work based learning. As the name suggests, it does not require attendance at college, as it can be delivered in the workplace and it is a real advantage to employers and employees.

Work based learning programmes at The Warrington Business School include:

Types of Training: Apprenticeships, NVQs, Short Courses, Tailored Training, Professional qualifications*

Subject Areas:

Accountancy
Basic skills (ESOL, literacy, numeracy)
Business Administration
Cleaning
Construction
Customer Service
Electrical
Food Safety
Hairdressing
Health and Safety
Health and Social Care
Hospitality
IT Training
Leadership and Management
Logistics- Freight and Warehousing
Motor Vehicle
Passenger Transport - (Bus, Coach, Taxi)
Plumbing and Gas
Team Leading

***Professional qualifications** require minimal college attendance. They are also available in the following areas.

Subject Area:	Qualification:
Management	ILM L3 Award in First Line Management ILM L3 Cert in First Line Management ILM L4 Award in Management ILM L5 Award in Management
Marketing	Marketing Professional Cert (CIM) Marketing Professional Diploma (CIM)
Human Resources	Certificate in Personnel Practice (CIPD)
Finance	AAT L2 Certificate AAT L3 Advanced Certificate AAT Technician Book Keeping Certificate

National Vocational Qualifications (NVQs)

Employees who don't already hold a level 2 qualification are eligible for subsidised training. This is equivalent to 5 GCSEs at grade A-C. Employees who are operating at level 3 but don't have a level 2 qualification are also entitled to subsidised training. These competency-based qualifications, typically completed on the job, are subsidised via the Train to Gain service for eligible employees.

The Warrington Business School offers a wide range of level 2 and 3 NVQs. For more information talk to your Account Manager.

Your Account Manager will recommend a single programme or a combination based on your training needs analysis. The purpose of this training plan is to develop the skills and talent within your organisation and meet your business objectives. It is designed to encourage knowledge sharing and promote impact across your organisation.

To realise its full potential, the training plan is linked to business objectives with clear outcome targets from the start. With that said, it is important to communicate with your Account Manager if your business needs change at any point during the development or even the delivery of your training programme. Your plan will be reviewed and any adjustments will be made.

Delivery of any short courses is flexible and is built around the needs of the customer, the individual and the organisation. Train to Gain and Apprenticeships delivery must adhere to the awarding body requirements. However, by working in partnership with our customers, we make sure we can provide the best delivery option, with time and venue to suit you.

Types of Training

FlexiTrain

The Warrington Business School delivers training 24 hours a day, seven days a week to better serve our employer customer. This flexibility enables us to provide training in the work place, at college, online and on demand, creating greater access to learning and minimal disruption to work schedules.

Short Courses and Tailored Training

Bespoke training packages and short courses are individually designed to take your staff away from their jobs for as little time as possible. They are available for a number of reasons, for example to manage change and to implement new technologies or systems, or where the training needed is completely unique to the business and therefore 'off the shelf' training programmes will not suffice. The training programmes can be delivered on your site or The Warrington Business School site and can be as intensive as you want them to be.

Apprenticeships

Apprentices are home grown talent, effectively giving employers the ability to take charge of their training and create their own skilled workforce. More popular than ever, the programme is tailored to reduce the learning curve for new recruits and is proven to boost staff retention. It provides young people and adults with the practical skills, experience and qualifications which employers demand. Participants get a real insight into the industry and often a start into their career of choice, plus they earn while they learn.

Although the length of the programme depends on the level, a typical apprentice will spend the majority of their time in the work place apart from

one day per week at the college to study for relevant and current qualifications. Some apprenticeships can be delivered fully in the workplace. For more information talk to your Account Manager.

The programme is comprehensive and usually includes an NVQ at level 2 or 3, technical certificate and key skills award in communication and numeracy.

Types of training: Foundation Apprenticeships, Advanced Apprenticeships

Subject areas:

Accountancy
Business Administration
Construction - (Joinery, Brickwork, Painting and Decorating)
Customer Service
Electrical
Hairdressing
Health and Social Care
Hospitality
Motor Vehicle
Plumbing

Skills for Life

We can no longer expect to use the same skills and knowledge throughout our working lives; today's work environment requires continuous training and lifelong learning.

Low levels of literacy and numeracy are common in the workplace, affecting all sectors. These basic skills gaps are slowing efficiency and productivity and costing UK business millions. The Government is committed to solving this problem. It has introduced the Skills for Life programme. This is intended to improve the skills of those groups whose needs are greatest and where the most impact can be made.

Skills for Life practitioners at The Warrington Business School are well experienced and respect the confidentiality of their clients.

Performance Management

Induction

Each learner on a competency based qualification will have a thorough induction to the programme including:

- The structure and content of the training course and details of the venue
- How progress will be monitored, assessed and reported, including the amount of private study that will be required
- What is expected from the employee as a member of the course and a learner at The Warrington Business School
- How college attendance will be monitored and absence reported to the employer
- Additional qualifications available, including progression routes
- How to appeal against any mark or grade awarded
- Equal Opportunities policy
- Health and Safety regulations
- Safeguarding

Individual Learning Plan

Any learner completing a competency based qualification (NVQ) or apprenticeship will have an Individual Learning Plan. It is constructed by the learner and the trainer to show the methods of assessment required to ensure the candidate completes the qualification. This forms a contract between the learner and the tutor and gives a detailed plan of all learning activity.

NVQ Assessment and Internal Verification

The assessment process requires that the assessor makes informed and expert judgements on the performance of the candidate. Evidence can be gathered through:

- Observations of the candidate completing their job role
- Professional discussion
- Witness statements
- Product evidence
- Oral questioning
- Photographic evidence
- Written questioning
- Assignments

When the assessor is confident that the candidate has produced the evidence required to prove competency of the qualification, an Internal Verifier will moderate the portfolio which has been created. The Internal Verifier will deem the candidate competent or recommend further requirements. Once this process has been completed an External Verifier, provided by the awarding body, will undertake a final moderation on the portfolio and agree that certification can be claimed.

Progress Reviews

Progress reviews are completed at regular intervals with the candidate on any competency based qualification programme, in line with awarding body requirements. The reviews are designed to document the progress which an individual is making on their course and to highlight any issues or concerns. Progress reviews create an opportunity to give feedback to the employer on the candidate's progress and to facilitate discussion.

Feedback

We welcome and value your feedback on any aspect of our services or products. Tell us about what we're doing right, where we can improve and what else we can develop to meet the needs of your organisation. This information will be used in future service improvements and help us increase our customer satisfaction. Please send your comments and compliments to: feedback@thewbs.co.uk

We promise to acknowledge all communication within two working days, investigate and resolve any issues as quickly as possible. We will reply to all feedback within ten working days and respond in full within one month.

Important Information

Equal Opportunities Policy

At The Warrington Business School we actively work together to offer Equality and Diversity opportunities to all our learners and staff regardless of age, disability, gender, race, sexuality, marital status or any other irrelevant distinction. We expect our customers to support us with equal opportunities within their workplace.

The Main Laws Associated with Equality and Diversity:

The Equal Pay Act 1970- women and men must receive equal pay for like work and work which is broadly similar.

The Sex Discrimination Act 1975, amended 1986- no discrimination against men or women because of their gender.

The Race Relations Act 1976, amended 2000 and 2003- no discrimination on grounds of race, colour, creed or ethnic origin.

The Disability Discrimination Act 1995, amended 2003- prohibit discrimination against people with disabilities.

The Employment Equality (Sexual Orientation) Regulations 2003- must not treat people differently in employment because of their sexual orientation.

The Employment Equality (Religion or Belief) Regulations 2003- must not discriminate due to a person's religion or belief.

The Employment Equality (Age) Regulations 2006- age should not be a barrier to people accessing work.

Carers Equal Opportunities Act 2004- must not discriminate against someone who is a carer for a person who is disabled.

Health and Safety Policy

The Warrington Business School complies with Health & Safety legislation and is obliged to conduct a health and safety appraisal of your premises prior to the commencement of training. The appraisal will be reviewed annually and any further training needs discussed. This is to ensure the safety of your employees and our trainers.

Quality Assurance

Quality Assurance is the responsibility of The Warrington Business School, who fulfil requirements from the awarding body and Ofsted. The Quality department will observe training regularly, review customer feedback and survey research regularly to ensure continuous quality of the delivery. As training partners, all customers are asked to support this process.

In addition, the Adult Learning Inspectorate (ALI) or OFSTED externally inspect The Warrington Business School to verify the quality of training offered to employers and learners. Inspectors who undertake these reviews may contact learners and employers for feedback directly. We will ensure that you are fully prepared and supported if you are asked to take part in the inspection process. We would appreciate your support if a request was made from an inspector to visit your workplace.

Key Contacts

Account Manager

First Name:	
Last Name:	
Direct Line:	
Mobile:	
Email:	

Stay Connected

Stay in touch with The Warrington Business School to receive updates on special offers, new training and more.

Customer Services

Winwick Road, Warrington

Phone: 0845 849 0020

Website: thewbs.co.uk

Email: training@thewbs.co.uk

Opening Hours:

Monday – Thurs	Friday
8.00am-6.30pm	8.00 am - 4.30pm
(5pm during holiday periods)	

Index

Adult Learning Inspectorate (ALI)	26
Apprenticeships	17
Assessment + Internal Verification	21
Feedback	22
Health and Safety	25
Learner Induction	20
NVQs	15
Ofsted Inspections	26
Progress Reviews	21
Quality Assurance	26
Skills for Life	19
Skills Pledge	8
Tailored and Bespoke Training	17
Work Based Learning	13



**The Warrington
Business School**

Winwick Road, Warrington WA2 8QA

Tel: 0845 849 0020 www.thewbs.co.uk Email: training@thewbs.co.uk