Purpose

1. The purpose of this protocol is to outline joint working principles and arrangements between Semta and the Learning and Skills Council regional skills teams to ensure that the shared aims of the Semta sector compact are delivered and that the skills requirements of employers within Semta’s footprint are met through Train to Gain. The anticipated outputs agreed within the compact are set out in Annex A.

2. This protocol sets out the relationship and responsibilities between Semta and the Learning and Skills Council (LSC) regional skills teams in the delivery of the Semta sector compact.

General Principles

3. This protocol will be supported and reinforced by a wider range of protocols between both parties and other key partners including the regional brokerage services and providers.

4. Delivery of the compact will complement and align with existing regional skills brokerage arrangements. Where this is not possible, different arrangements will be documented and agreed.

5. All provider referrals resulting from the arrangements within Train to Gain agreed in the compact will be made by the brokerage services utilising existing provider databases.

6. Semta will not make direct employer referrals to providers. This agreed approach will reinforce the concept of a single point of contact between providers and the wider brokerage network.

7. The LSC and Semta will agree working arrangements covering regional partners including specialist provider network and employer networks.

8. The role of the NSA in supporting the outcomes of the compact will be set out clearly and a protocol agreed between the NSA and Semta.

9. Promotion and marketing of Train to Gain in support of the objectives of the compact will be jointly planned, agreed and branded both Train to Gain and Semta.

10. A baseline will be set for employer engagement, learner starts and the range of outcomes agreed in the compact based on available performance information for the sector from 2007-2008 LSC data.
Roles and Responsibilities

Semta

11. Semta will:

11.1. Fulfil the actions detailed in the Semta / regional skills brokerage protocol

11.2. Nominate a lead link person to work with the LSC in each region (see Annex D)

11.3. Agree regional review and monitoring arrangements with the LSC and the regional brokerage service. This will include initially monthly and subsequently quarterly meetings to review performance against regional targets and identification of areas for further development / action.

11.4. Work with the regional LSC to agree an engagement strategy for working with existing networks including providers

11.5. Work with the regional LSC to agree and deliver a provider communications plan (updated within the first quarter of each year of the compact)

11.6. Work with the regional LSC to develop a regional employer engagement strategy (updated within the first quarter of each year of the compact) the compact which takes into account:
   - company size, sub-sector and location
   - regional and local priorities for example critical industries and those with potential for growth current penetration rates for employer engagements and
   - learner starts vs potential

11.7. Work with the regional LSC and brokerage services within the first quarter of each year of the compact to develop and agree a regional employer engagement plan to include:
   - employer targeting strategy
   - baseline and progress figures
   - regional marcomms strategy

11.8. Ensure that the semta specialist skills advisers:
   - are assessed as capable against the National Brokerage standard by the first anniversary of the compact
   - present the full range of support available though Train to Gain including the Skills Pledge and wider business support, and any employer contribution.
The Learning and Skills Council

12. The LSC will:

12.1. Fulfil the actions detailed in the Semta / regional skills brokerage protocol

12.2. Nominate a lead link person to work with Semta in each region (See Annex D)

12.3. Utilise the national marcomms principles and plan to agree a regional marketing and promotion plan strategy and approach with Semta which will promote the Train to Gain sector offer agreed with Semta. To include:
   - Train to Gain
   - The Skills Pledge
   - Broader business support

12.4. Develop the knowledge of Semta specialist skills advisers with regards to the Train to Gain sector offer and update on key changes at least annually. This includes information:
   - Learner entitlement / employer contribution in Train to Gain
   - Skills Pledge
   - Wider business support

12.5. Agree regional review and monitoring arrangements with Semta and the regional brokerage service. This will include, initially monthly and subsequently quarterly meetings to review performance against regional targets

12.6. Work with regional brokerage services to agree how Semta data can be captured and reported through XML / Broker Contract Management System (BCMS) and the Skills Pledge extranet. These arrangements will be documented.

Measures of Success / Targets for the Compact

13. National Employer Skills Survey (NESS) will be used to gain an understanding of each of the following within the employer engagement strategy and monitoring baselines:
   - Recruitment activity (this will give an indication of skills shortages)
   - Skills gaps
   - Companies engaged in training their employees
14. Referrals between Semta employer engagement staff and regional brokerage services in both directions can count as engagements for both organisations provided value is being added. This is documented in Annex C. The organisation making initial contact must be identified in the CRM.

15. LSC will report on the impact of the compact using information collected nationally / regionally through LSC National Broker Contract Management System (BCMS) and ILR systems. Information collected will include:

15.1. Total number of employers in the footprint engaged in training indicating penetration rates;
15.2. Learner starts and completions, first and additional, at level 2, 3 and 4 by priority aim, Skills for Life achievements, Leadership and Management Development grants and apprenticeships. This will also indicate penetration rates;
15.3. Number of providers engaged and delivering (a provider is defined as a contract holder who is delivering provision)
15.4. Skills Pledges signed by employers in the Semta footprint to be measured as a cumulative figure and change from September 2008

16. Semta will report on the impact of the field force using information collated nationally / regionally:

16.1. Number of companies engaged to include those led by Semta and those in which Semta were involved. This should indicate new and repeat engagements;
16.2. Business to Skills diagnostics conducted and completed
16.3. Referrals to regional brokerage service including those which Semta have led or had involvement in;
16.4. Learners starts and completions arising from these engagements
16.5. Referrals to the regional Manufacturing Advisory Service and regional Business Link
16.6. Employer investment in skills

17. In addition:

17.1. Semta will also develop measures to assess the impact on productivity and profitability by the first anniversary of the compact
17.2. LSC will commission additional evaluation on the compact as part of Train to Gain employer satisfaction evaluation.

LSC/Semta
October 2008
Annex A

Anticipated Outputs of the compact

- 3-4,000 employer engagements leading to a skills broker referral within Train to Gain
- 20,000 Level 2 and 10,000 Level 3
- 3-4,000 Skills Pledge commitments
- 3000 management & leadership grant achievements
- 3000 apprenticeships starts across age bands
- 6,000 Skills for Life achievements
- 15% of target employers engaged also referred to other agencies/programmes e.g. MAS/Business Link
Annex B

Train to Gain – the service

The core Train to Gain service available to employers is an independent and impartial brokerage service which will diagnose business needs and source appropriate training provision.

Through Train to Gain Semta and the regional brokerage service will provide:

- A comprehensive analysis of training needs and will propose solutions to those needs. Solutions which will identify clearly which elements attract government funding and those for which the employer will have to pay, in part or in full;
- Easy access to relevant and flexible, high quality training delivered mostly in the workplace and using increasingly an assess train, assess model which will enable the employee’s prior learning and experience to be taken into account;
- Access to LSC fully funded programmes, for example Skills for Life, NVQ Level 2 provision and Apprenticeships;
- Information and support from a Skills Broker, working to national standards, providing access to a wide range of training packages including higher level qualifications and training that is not qualification-based;
- Information and advice to employers and employees on qualifications and training, local/regional skills shortages and priorities as well as eligibility for funding;
- Support to develop ongoing strategies addressing future training needs, which are aligned to business objectives;
- Limited wage subsidies for employers of less than 50 people;
- Support to help employers agree SMART objectives and impact measures for training and development activities at an organisational, team and individual learner level if required;
- Support to help employers evaluate the impact of training and development on individual, team and organisational performance for all training and development regardless of whether or not it is funded; and
- Ongoing support to help employers to develop strategies to address future skills and training needs, which are aligned to business objectives and embedded in their business processes, including capacity building if required.
Measuring Employer Engagement in Train to Gain

Arrangements for Skills Brokers working with SSC Sector Advisory Service

1. Principles

1.1. Employer engagement in Train to Gain must be delivered according to an agreed plan between the LSC region and the SSC to ensure clear targeting of resource. Brokerage Service will have an appropriate involvement in these discussions.

1.2. For employers counted as contributing to the targets in Train to Gain agreed within the sector compact, 50% of those generated by the SSC must be employers new to Train to Gain.

1.3. An employer can be counted as new to Train to Gain providing that:
   - an ONA has not taken place at any point in the last six months
   - a training proposal has not been made at any point in the last six months

1.4. A mapping between the semta and skills brokers ONA must have been completed and in place in each region to ensure any duplication is removed

1.5. Referrals to Semta (from new employers engaged by Skills Brokers) must account for no more than 25% of employers engaged by Semta against their employer engagement target.

1.6. The numbers of employers engaged by Semta who sign the Skills Pledge is one of the key indicators of the success of Semta’s employer engagement.

1.7. All third party organisations must refer employers into the skills brokerage service. The criteria set out below then apply.

2. Measuring successful engagement

<table>
<thead>
<tr>
<th>Contact Type</th>
<th>Semta</th>
<th>Skills Brokerage Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Semta engage a new employer from their own first contact and complete their diagnostic and action plan</td>
<td>Yes</td>
</tr>
<tr>
<td>2</td>
<td>Semta refer an existing contact with a completed Semta diagnostic/action</td>
<td>Yes</td>
</tr>
</tbody>
</table>
### Sector Compact Protocol
**Semta and Regional LSC Teams**

#### Contact Type

<table>
<thead>
<tr>
<th>Contact Type</th>
<th>Semta</th>
<th>Skills Brokerage Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>plan to Skills Brokers</td>
<td></td>
<td>referral made to solutions provider</td>
</tr>
<tr>
<td>3 Semta refer an existing contact without a completed Semta diagnostic to Skills Brokers. This will only count as a Semta employer engagement if Semta subsequently complete a diagnostic/action plan</td>
<td>No</td>
<td>Yes If / When referral made to solutions provider</td>
</tr>
<tr>
<td>4 Semta refer an existing contact without a completed Semta diagnostic across skills brokers for broader support from other organisations</td>
<td>No</td>
<td>Yes If / When referral made to solutions provider</td>
</tr>
<tr>
<td>5 Skills Brokers engage a new employer from their own first contact and complete an ONA and/or refer to solutions provider</td>
<td>N/A</td>
<td>Yes</td>
</tr>
<tr>
<td>6 Skills Brokers refer an existing contact with a completed ONA and/or refer to solutions provider to Semta to complete their diagnostic and action plan</td>
<td>Yes If / When diagnostic/action plan completed</td>
<td>N/A</td>
</tr>
<tr>
<td>7 Skills Brokers refer an existing contact without a completed ONA / referral to solutions provider to Semta for their diagnostic and action plan</td>
<td>Yes If / When diagnostic/action plan completed</td>
<td>No</td>
</tr>
<tr>
<td>8 Skills Brokers refer an existing contact without a completed ONA and/or refer to solutions provider across for broader support from other organisations</td>
<td>No</td>
<td>Yes</td>
</tr>
</tbody>
</table>
Annex D

Semta Regional Contacts

<table>
<thead>
<tr>
<th>Name</th>
<th>Region</th>
<th>Email</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patrick Hore</td>
<td>North East</td>
<td><a href="mailto:phore@semta.org.uk">phore@semta.org.uk</a></td>
<td>07595056716</td>
</tr>
<tr>
<td>Lee Smith</td>
<td>Yorkshire &amp; Humber</td>
<td><a href="mailto:lsmith@semta.org.uk">lsmith@semta.org.uk</a></td>
<td>07889010823</td>
</tr>
<tr>
<td>Malcolm Healey</td>
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<td>07595056717</td>
</tr>
<tr>
<td>Elizabeth Lowe</td>
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<td>07872377332</td>
</tr>
<tr>
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<td>07803797618</td>
</tr>
<tr>
<td>Robert Knowles</td>
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<td>07595056718</td>
</tr>
<tr>
<td>Annette Corns</td>
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</tr>
<tr>
<td>Brian Fowler</td>
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<td>07894513757</td>
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<tr>
<td>Nic Erskine</td>
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<td>07718366241</td>
</tr>
<tr>
<td>Susan Butters</td>
<td>North West</td>
<td><a href="mailto:sbutters@semta.org.uk">sbutters@semta.org.uk</a></td>
<td>07912485543</td>
</tr>
</tbody>
</table>

LSC Regional Contacts

<table>
<thead>
<tr>
<th>Region</th>
<th>Name</th>
<th>Email</th>
<th>Email Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>East Midlands:</td>
<td>Andrew Barlow</td>
<td><a href="mailto:andrew.barlow@lsc.gov.uk">andrew.barlow@lsc.gov.uk</a></td>
<td><a href="mailto:andrew.barlow@lsc.gov.uk">andrew.barlow@lsc.gov.uk</a></td>
</tr>
<tr>
<td>East of England</td>
<td>Ken I’Anson</td>
<td>ken.l’<a href="mailto:anson@lsc.gov.uk">anson@lsc.gov.uk</a></td>
<td>ken.l’<a href="mailto:anson@lsc.gov.uk">anson@lsc.gov.uk</a></td>
</tr>
<tr>
<td>London</td>
<td>Hashim Alhashimi</td>
<td><a href="mailto:hashim.alhashimi@lsc.gov.uk">hashim.alhashimi@lsc.gov.uk</a></td>
<td><a href="mailto:hashim.alhashimi@lsc.gov.uk">hashim.alhashimi@lsc.gov.uk</a></td>
</tr>
<tr>
<td>North East</td>
<td>Simon Wiginton</td>
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<td><a href="mailto:simon.wiginton@lsc.gov.uk">simon.wiginton@lsc.gov.uk</a></td>
</tr>
<tr>
<td>North West</td>
<td>Linda Fraser-Webb</td>
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<td>South East</td>
<td>Jeff Pullen</td>
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<td><a href="mailto:jeff.pullen@lsc.gov.uk">jeff.pullen@lsc.gov.uk</a></td>
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<td>Julie Mulryan</td>
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<tr>
<td>Yorkshire &amp; Humber</td>
<td>Amrez Bhatti</td>
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<td><a href="mailto:amrez.bhatti@lsc.gov.uk">amrez.bhatti@lsc.gov.uk</a></td>
</tr>
<tr>
<td>South West</td>
<td>Annemarie Johns</td>
<td><a href="mailto:annemarie.johns@lsc.gov.uk">annemarie.johns@lsc.gov.uk</a></td>
<td><a href="mailto:annemarie.johns@lsc.gov.uk">annemarie.johns@lsc.gov.uk</a></td>
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</table>