Purpose

1. The purpose of this protocol is to outline joint working principles and arrangements between Proskills and the Learning and Skills Council regional skills teams to ensure that the shared aims of the Proskills sector compact are delivered and that the skills requirements of employers within Proskills 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 Proskills and the Learning and Skills Council (LSC) regional skills teams in the delivery of the Proskills 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. Proskills will not make direct employer referrals to providers without the knowledge of the brokerage services. This agreed approach will reinforce the concept of a single point of contact between providers and the wider brokerage network.

7. The LSC and Proskills 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 Proskills.

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 Proskills.
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 2006-2007 LSC data.

Roles and Responsibilities

Proskills

11. Proskills will:

11.1. Fulfil the actions detailed in the Proskills / 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 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 Proskills employer engagement team:
   - 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 National 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 Proskills / regional skills brokerage protocol

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

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

   12.4. Ensure that Proskills employer engagement team are kept up to date with funding regimes and learner eligibility relevant to the sector and region.

   12.5. Agree regional review and monitoring arrangements with Proskills 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 Proskills data can be captured and reported through XML / Broker Contract Management System (BCMS) and the National 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 Proskills employer engagement teams 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. National Skills Pledges signed by employers in the Proskills footprint to be measured as a cumulative figure from the 25th June 2008.

16. Proskills will report on the impact of the employer engagement team using information collated nationally / regionally:
   16.1. Number of companies engaged to include those led by Proskills and those in which Proskills were involved. This should indicate new and repeat engagements;
   16.2. Diagnostics conducted and completed
   16.3. Referrals to regional brokerage service including those which Proskills have led or had involvement in;
   16.4. Learners starts and completions arising from these engagements
   16.5. Referrals to the regional Skills Brokerage and regional Business Link
   16.6. Employer investment in skills
17. **In addition**:

17.1. Proskills 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/ Proskills**

23rd February 2009
Annex A

Anticipated Outputs of the compact (over three years)

- 1500 employer engagements, which will include sector specific support for Train to Gain skills brokers
- 20,623 full Level 2 qualifications, comprising 70% (14,436, 1st L2’s) & 30% (6,187, 2nd L2’s)
- 7,981 full Level 3 qualifications, comprising 70% (5,587, 1st L3’s) & 30% (2,394 2nd L3’s)
- 1500 National Skills Pledge commitments; 100 (Y1), 400 (Y2) and 1000 (Y3).
- 900 management & leadership outcomes.
- 6000 apprenticeships starts, existing frameworks 3000, new frameworks 3000.
- 1455 Skills for Life achievements over three years.

For monitoring purposes, the Compact start date is 25th June 2008.
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 Proskills 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/region 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 full time equivalent employees;
- 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.
Sector Compact Protocol
LSC Regional Teams
and Proskills

Annex C

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Tel: 01235 432 032; E-Mail: info@proskills.org.uk
Website: www.proskills.co.uk

Proskills Compact Manager:
Jonathan Ledger
Mobile: 07711 751537
Email: jonathan.ledger@proskills.co.uk

Proskills Regional Contacts:

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(e-mail) carl.leonard@proskills.co.uk

Richard Moore ~ Regional Manager, London & SE,
(mobile) 07910247734;
(e-mail) richard.moore@proskills.co.uk

Joanne Thomas ~ Regional Manager, SW,
(mobile) 07919481751;
(e-mail) joanne.thomas@proskills.co.uk

Regional LSC Contacts

- South East - Jeff Pullen
- East of England - Ken I'Anson
- East Mids – Sue Peake
- London - Hashim Alhashimi
- North West - Marilyn Fisk
- South West - Rosie Knapper
- West Mids - Julie Mulryan
- Yorkshire and Humberside – Amrez Bhatti
- North East - Simon Wiggington
Annex D

Measuring Employer Engagement in Train to Gain

Arrangements for Skills Brokers working with SSC Employer Engagement Team

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.

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 Proskills and skills brokers ONA must have been completed and in place in each region to ensure any duplication is removed.

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

1.6. The numbers of employers engaged by Proskills who sign the National Skills Pledge is a key indicator of the success of Proskills 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>Proskills</th>
<th>Skills Brokerage Service</th>
<th>Evidence</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Proskills engage a new employer from their own first contact</td>
<td>Yes</td>
<td>no</td>
<td>URN</td>
</tr>
<tr>
<td>As evidenced by the URN</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2 Proskills refer an existing contact without a completed Proskills</td>
<td>No</td>
<td>Yes</td>
<td>URN plus any referral documentation</td>
</tr>
<tr>
<td>diagnostic to Skills Brokers</td>
<td></td>
<td>If / When referral made</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>to solutions provider</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>or proposal is signed</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>or carries out ONA</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3 Proskills refer an existing contact without a completed Proskills</td>
<td>No</td>
<td>Yes</td>
<td>URN plus any referral documentation</td>
</tr>
<tr>
<td>diagnostic across skills brokers for broader support from other</td>
<td></td>
<td>If / When referral made</td>
<td></td>
</tr>
<tr>
<td>organisations</td>
<td></td>
<td>to solutions provider</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>or proposal is signed</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>or carries out ONA</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4 Skills Brokers engage a new employer from their own first contact and</td>
<td>No</td>
<td>Yes</td>
<td>URN</td>
</tr>
<tr>
<td>complete an ONA and/or refer to solutions provider</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5 Skills Brokers refer an existing contact with or without a completed ONA</td>
<td>No</td>
<td>(cannot be counted as</td>
<td>URN plus any referral documentation</td>
</tr>
<tr>
<td>and/or refer to solutions provider to Proskills for sector specific support</td>
<td></td>
<td>previously engaged)</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6 Skills Brokers refer an existing contact without a completed ONA and/or</td>
<td>No</td>
<td>Yes</td>
<td>URN plus any referral documentation</td>
</tr>
<tr>
<td>refer to solutions provider across for broader support from other</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>organisations</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
b. Employer National Skills Pledge

<table>
<thead>
<tr>
<th>Pledge Type</th>
<th>Counted as an National Skills Pledge Made</th>
<th>Proskills</th>
<th>Skills Brokerage Service</th>
<th>Evidence</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Proskills influence a new employer from their own first contact to make National Skills Pledge</td>
<td>Yes</td>
<td>No</td>
<td>URN on Extranet or if Employer triggered via Web, letter or email confirmed from employer</td>
</tr>
<tr>
<td>2</td>
<td>Proskills influence an existing contact to make National Skills Pledge</td>
<td>Yes</td>
<td>No</td>
<td>URN on Extranet or if Employer triggered via Web, letter or email confirmed from employer</td>
</tr>
<tr>
<td>3</td>
<td>Skills Broker influence a new employer from their own first contact to make National Skills Pledge</td>
<td>No</td>
<td>Yes</td>
<td>URN on Extranet</td>
</tr>
<tr>
<td>4</td>
<td>Skills Broker influence an existing contact to make National Skills Pledge</td>
<td>No</td>
<td>Yes</td>
<td>URN on Extranet</td>
</tr>
</tbody>
</table>