



Lifeskills Solutions

Employer Engagement Strategy

This strategy sets out to ensure all employers are given the best possible advice and guidance to aid them to find the best training solution package for their identified individual needs.

Lifelong learning has a vital role in making the country more competitive and by supporting employers we can assist with improving their skill levels needed for economic productivity and growth.

Costs, where applicable, are determined according to the type of training and level of support required. We work with employers to identify the most cost-effective access to training and support to meet identified needs. Wherever possible, we work with partners to offer attractive funding solutions enabling us to subsidise the cost of training. Often the Learning Skills Council funds the fees and if candidates meet the criteria they will be entitled to a free qualification

It is important that employers individual needs are correctly identified so we will ensure that our processes are clear and make employers clearly aware of the service they will receive from our organisation through a thorough needs analysis, resulting in a tailor made training solution package. We will endeavour to involve employers to make decisions.

Good Practice will be shared with employers highlighting our excellent performance with dealings from other satisfied customers to encourage them to identify the benefits in lifelong learning and have trust in ensuring their individual needs can also be met.

We recognise that organisations are involved in vastly different occupational areas and we will ensure that we are available at any time to discuss training solution requirements to fit in with their needs.

We will ensure a Director is involved in any contact with prestigious employers to demonstrate our commitment to forging links with them and ensuring their requirements are dealt with to a good standard.

To ensure potential customers are aware of our services we will publicise our activities through various sources including our own web site, partner web sites, Business Directories, press releases and other means of reaching employers who could benefit from our services. These will be reviewed on a regular basis to ensure potential employers using our services are guaranteed the information available is always up to date.

Experienced staff are important in ensuring training solution packages are delivered to a high standard so we will ensure potential customers are made aware of the standard of service they will be expected to receive through the experienced staff available. We will clarify our position in ensuring staff are constantly updating their skills and knowledge to meet the required industry standards.

This strategy should ensure employers are aware of our commitment to supporting them so that their individual training requirements are met.

In order to achieve our employer engagement strategy, we aim to:-

- Respond to employers enquiries within 24 hours
- Review the delivery with the employer fortnightly
- Conduct 10 weekly delivery reviews
- Achieve 90% customer satisfaction from the results of surveys
- Increase employer engagements year on year
- Develop on going relationships with employers
- Ensure we achieve the desired outcomes by conducting a review as delivery ends