

Employer Responsiveness Policy Statement

accross Business Solutions is committed to ensuring that our services are demand led in response to the identified needs of employers and stakeholders. In pursuit of this aim we will:

- Produce an annual marketing plan informed by labour market intelligence
- Engage with employers and our customers to inform the development of our products and services
- Ensure the vocational curriculum is continually responsive to current industrial practice
- Promote employer responsiveness in our recruitment, staff induction and continual professional development processes
- Establish employer responsive Business Development Managers in all curriculum areas
- Require our vocational tutors to formally undertake industrial updating and development through a planned programme of secondments
- Provide vocationally relevant work experience for all full time learners
- Listen to the views and needs of our customers to ensure our services are flexible and fit for purpose
- Establish rigorous quality assurance processes for all aspects of employer responsiveness
- Promote equal opportunities in all aspects of our work
- Promote and adhere to all health and safety policies and procedures
- Continually evaluate our services to facilitate a process of continuous improvement

Vision Statement

The transformation of our culture to a demand-led service which is responsive to the identified needs of employers and stakeholders

Strategic Aim

Provide a demand-led, proactive service which is responsive to the needs of employers and stakeholders.

- Be a key regional /local strategic partner in workforce development
- Achieve the new Training Quality Standard for employer responsiveness and vocational training
- Re-configure our organisational structure to ensure employer responsiveness is transformed from a centrally managed function to one that pervades all aspects of our work. All curriculum teams to deliver at least 10% of their work to employers (2009).
- Establish quality standards for all aspects of employer responsiveness (2008).
- Ensure all teaching staff in vocational areas participate in industrial updating and development through a planned programme of secondments (2009).
- Develop and implement a staff employer responsiveness training programme. Establish Business Development Managers in all directorates (2008).
- Provide a marketing plan informed by labour market intelligence. Establish a customer relations management system for all of our clients (2008).
- Improve systems and processes for gaining and responding to the views of employers. All curriculum teams to establish relationships with employers that impact on curriculum development (2008).
- Provide high quality vocational provision appropriately sited to meet the needs of the learner
- Provide vocationally relevant planned work experience for all full-time learners.
- Establish a customer relations management system for all contact and employer liaison activities.