EMPLOYER ENGAGEMENT POLICY

1. Policy Statement

Train'd Up are a national training provider with specialisms in engineering and rail. We believe that successful employer engagement is essential in developing a 'fit for purpose' curriculum and in ensuring its ongoing quality and relevance.

2. Purpose

The purpose of this policy is to set out our commitment to engage employers in their employees training and development and to keep them informed on their progress and development.

3. Scope

This policy covers all curriculum offered by Train'd Up, including Apprenticeships, Vocational Qualifications, Functional Skills and commercial training.

All employees involved in the delivery of vocational qualifications and training.

4. Roles and Responsibilities

Management Responsibilities

The Managing Director is responsible for ensuring that a copy of this document is available to all employees and that the policy and procedures are reviewed annually.

Line managers are responsible for ensuring the adherence of this policy by all employees. Managers are responsible for supporting delivery personnel with issues with learners and involving employers as appropriate.

The Directors are responsible for ensuring the policy is available to learners and employers via the web site (www.traindup.org).

Engagement Team

The 'engagement team' are responsible for marketing and promoting the company to employers, providing them with relevant curriculum information, carrying out engagement meetings and ensuring feedback questionnaires are completed as required.

Delivery Staff

Delivery staff are responsible for involving employers (or their representatives) in progress reviews and maintaining good working relationships with workplace mentors. They are also encouraged to support the Engagement Team on an ongoing basis (a bonus scheme is in place for new starts generated by delivery staff).

Individual's Responsibility

Individual employees are required to act in accordance with this policy, to enable employer engagement. Failure to do so may be considered as an act of misconduct and may result in disciplinary action.

5. Policy Implementation – Procedures

Train'd Up will engage and work in partnership with employers through marketing and employer communication processes:

- Marketing our service offer to potential partner employers;
- Making partner employers aware of new training and development opportunities for their employees;
- Providing regular timely reports of learner progress;
- Measuring employer satisfaction through annual employer surveys;
- Offering training packages which respect the needs of the business as a whole and impact positively on the business;
- Handling enquiries promptly and efficiently and reviewing standards of customer service regularly;
- Managing and maintaining a data base of employer contacts.

Management Processes

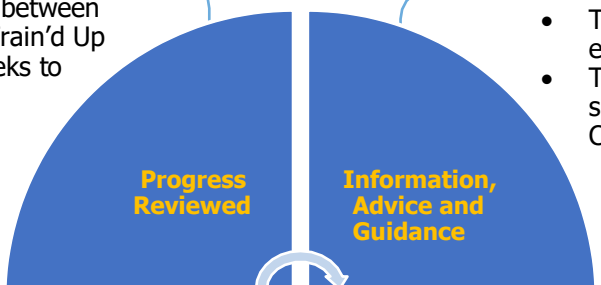
- Providing high quality delivery staff through robust recruitment and selection and training and development processes;
- Acting promptly to respond to feedback and/or complaints in order to improve services;
- Continuing to evolve and improve the training offer, offering teaching and learning strategies which motivate, stimulate and encourage the learners as well as meeting the employer's requirements and support Apprenticeship Standards development and implementation;
- Building bespoke training courses to meet the needs of our partner employers;
- Keeping up to date with Government policy and advice, funding changes, OfSTED requirements, quality assurance requirements, Awarding Bodies / qualification requirements, Apprenticeship Standards requirements and informing partner employers of changes relevant to their business.

Training Delivery Processes

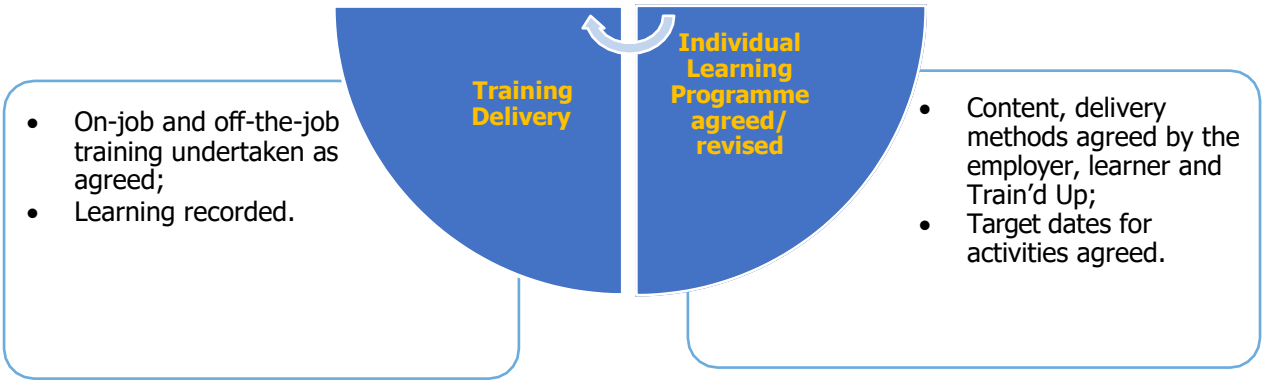
- Working with employer workplace mentors;
- Engaging employers in optional unit choices to ensure the needs of the business are met;
- Completing progress reviews with learners and their line managers;
- Setting SMART targets and performance indicators which measure and monitor success and lead to an improving trend.

The Apprenticeship Engagement Process

- Face to face meeting between employer, learner & Train'd Up
- Held every 8 - 12 weeks to monitor progress;
- Employer and learner feedback recorded;
- Next training and targets agreed;
- MI Reports (fortnightly).



- The role of the employer explained;
- The employer and learner sign the Apprenticeship Commitment Statement.



Quality Assurance Processes

- Completing robust Internal Quality Assurance processes to ensure quality of delivery;
- Regular performance reviews and observations of the people delivering training solutions;
- Regular performance reviews and observations of sub-contracted delivery;
- Regular review and development of the resources available for training.

Director Policy Approval

This Policy is reviewed as a minimum on an annual basis and is approved and endorsed by the Board of Directors and Senior Management Team.

Signed on behalf of Company Directors:

Laura Thompson

Name: Laura Thompson
Position: Finance Director
Date: 13/10/2025

END.