

Strategic Vision and Mission Statement for 2022-2025

Building a Culture of Collaboration

Forum For Sustainable New Venture (FFSNV) t/a Forum Apprenticeship is inspired by:

The UK Government's Levelling up mission: "These missions will be cross-government, cross-society efforts. The first mission, for instance, will see pay, employment, and productivity grow everywhere, and the disparities between the top and worst performing areas narrow.

The Industrial Strategy Council's UK Skills Mismatch 2030 report highlights that there will be a shortage amongst the workforce in leadership and management skills, finance sector skills and digital skills. Some key soft skills deficit was also the highlight of the report such as communication skills, critical thinking and information processing, teaching and training skills especially for those transiting into education and STEM skills.

The Skills Bill rightly focuses on supporting colleges and further education, but independent training providers at their best can be more fleet of foot and more responsive to employer and local skill need. During the passage of the Bill, "we need to ensure that it is possible for independent training providers to continue to provide their best and to strengthen in the future." Lord Bichard, former Permanent Secretary, Department for Education and Employment, June 2021

Strategic Drive: What Drives us and forms our Mission

Drivers		
The UK Government's Levelling up mission		
Leadership Direction Promote and support the delivery of our apprenticeships standards to support SME – Large Levy organisations.	How Offer of Standards defined by the need of National, Regional and Local needs	Deliverables Business apprenticeship targets and sustainable growth
The Industrial Strategy Council's UK Skills Mismatch 2030 report		
Leadership Promote and support bespoke and flexible learning for learners and employers to receive quality learning experience.	How Implementation of employer- Learner led programmes, high emphasis on individual Learning plans.	Deliverables Good to outstanding Learner outcomes
Encouraged by the Skills Bill which rightly recognises independent training providers can achieve to growth the apprenticeship uptake and can be more fleet of foot by being responsive to employer and local skill need		
Leadership Informed approval of Apprenticeship Standards (aka Products)	How Informed through robust business cases and employer needs	Deliverables Standards: See List of Standards delivered by FFSNV

Our Hierarchy's Expectations:

Our Vision and Mission Builders:

Dr Busayo Ajayi	Founders of Forum For Sustainable New Venture
Florence Omotola	Director of Operations & Quality
Peter Langely	Director of Teaching, Learning & Assessment



Director of Operation & Quality

We are a growing team of strong determined people. Tackling complex challenges under rapid deadlines transforming a start-up to join in competition with well -established school of training providers, with much to experience and learn, the Founder and Senior Management strongly believe that collaboration is critical.

Our Vision at Forum for Sustainable New Ventures, trading as Forum Apprenticeships, is to be an outstanding training provider who will develop people to close the gap between performance and potential

Our Mission at Forum for Sustainable New Ventures trading as Forum Apprenticeships is to enable the success of businesses by helping them retain skills and talent, through our own Ambition, Synergy and Expertise in training their apprentices with an attitude reinforced by our Values.

Our Values at Forum for Sustainable New Ventures trading as Forum Apprenticeships include:

- Accountability – We take responsibility and quality assure our processes for an excellent learner experience
- Diversity & Inclusion – Dedication to support cultural & British values, this includes health and safety of our learners.
- Excellence – We have pride in our teams and talent within, supporting our learners and employers to aim for the best learning outcome
- Promise – We remain unbiased in our support, learning and advice and guidance
- Transparency & Integrity – Open and honest with our teams and stakeholders' Key

aims include:

- Supporting SMEs and BAME communities in creating apprenticeships: The biggest limitation for SMEs taking on apprenticeships is the additional strain it creates for small and minimally resourced human resource and administrative departments.
- Our Business Development Unit is committed to unlocking new apprenticeship opportunities. Many employers frequently lack access to the information and practical support which can change often outdated and negative perceptions.
- We can help employers explore how they can utilise apprenticeships within their workforce. There is a growing awareness among business services companies of a need to diversify their intake beyond standard graduate recruitment channels.

Our expectations for high quality in apprenticeship training

Top Level Roles and Responsibilities

Role	Empowered to	Expectations
Strategic Leadership	Approve policies and safeguard finances	Full accountability & Transparency
Delivery Leadership	Support, direct and implement processes. Safeguard Quality and Compliance	Full accountability with collaboration from Delivery Team
Operational Team	Innovate, create, lead on quality and service what is best for the learner and employer	Full accountability with support from leadership teams

Our expectations also inform our Key Performance Indicators (KPIs) introduced in February 2022 to the business as part of our quality improvement plan. Our KPIs are developed collaboratively with SMT and Operations Teams informed by our Quality Improvement Plan. Impact expectations are high, learning outcomes to achieve 80% -100% in every programme area. Solutions and Ideas are sought out in team meetings which occurs every fortnight. KPIs are reviewed and monitored by the Quality team, approved by the Senior Management team (SMT)

The team is getting used to having these new set of expectations (KPIs) and what it looks like to move forward together. This means that these expectations have to be reinforced constantly. At first, in 2020 we aligned our processes to comply fully with ESFA rules to ensure that we work towards 100% compliance. As our start up matures with a growing team and new learners in the pipeline, our key performance indicators, per process, will evolve depending on the business growth and our stakeholder needs.

In practice our expectations cover the whole end to end learner journey. The main expectation is that all our KPIs are met that leads to Learner Success. Our teams are aware that our quality is measured by our employers, learners, ESFA and Ofsted.

Our Expectations in practice:

Delivery by highly qualified people (supported by CPD/other activities)

Achieve our Set KPIs in order to provide high quality service to our stakeholders both internal and external including ESFA and OFSTED

Tailored training content, learning contextualised to job roles/behaviours

Provide Additional Support for those with learning needs (e.g., SEND) ensuring 100% positive outcome for the learner and employer.

Encouraging apprentices to aim high through SMART Target setting e.g. distinctions or progression in the workplace.

Timely interventions by relevant teams to support learners in their journey

100% employer engagement in progress reviews and other subject based developments, working closely with employers in designing the learner journey.

Working towards partnerships with universities in offering Higher Apprenticeships, creating progression routes for our apprentices e.g. we have initiated partnership with Buckingham University for progression routes in Digital apprenticeships and Leadership and Management programmes.

Retaining accreditations such as CMI, BCS, LIBF, AAT and ICB

We have planned to achieve or are working towards gaining accreditation and partnerships with NCFE for our assessor coach programme

We plan to gain our Matrix accreditation in the later end of 2022 We plan to gain our ISO 9001 by April 2023

We plan to hold Investors in People mark as we grow and by 2023

100% stakeholder satisfaction rating via our surveys which inform our Quality improvement plan for maximum impact on learning outcomes and high-quality experience

Good level of staff retention and progression, to motivate and encourage creativity and innovation We expect easily accessible safeguarding consult, open access to all our learners and staff

We expect to all our coaches to develop our learners instilling good British Values

Equality, Diversity and Inclusion in stilled in our values and we expect out learners, clients and employees to respect and follow on the culture for collaborative working.

Our focus and expectations are designed to support the Small and Medium Sized Companies and the BAME community in hiring apprentices, being a part of their growth.

100% ESFA Compliance rating is expected in our first ESFA, joint OFSTED visit. Good

to outstanding OFSTED rating is expected led by our KPIs.

Our KPI Structure - Communications

Accountable – person responsible	Dependency – Accountable person's support	Line Manager – reporting line for person accountable	Dependency Line Manager – reporting line for person supporting	SMT overall accountability
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We expect Management and Delivery by highly experienced and qualified people (supported by CPD/other activities), tailored training content, learning contextualised to job roles/behaviours, robust support for those with additional needs (e.g., SEND), empowering apprentices. KPIs are for achievement, completion, learner & Employer satisfaction.

2022 – 2025 KPI Expectations

Journey	KPIS	Completion %	KPI				
Onboarding KPI			Accountable	Dependency	Line Manager	Dependency Line Manager	SMT
Preinduction	timely	100%	BB	BDU	MR	PC	TF
Enrolments	timely before induction	100%	BB	BDU	MR	PC	TF
6 week retention	monthly	95%	BB	PC	MR	VB	TF BA
onboarding Spreadsheet	timely completion within 3 days after induction	100%	BB	Admin	BB	MR	TF
ESFA Documents KPI			Accountable	Dependency	Line Manager	Dependency Line Manager	SMT
Commitment Statements	Timely, as agreed by Team minimum 1 day before induction	100%	NG	BB & Admin	MR	MR	TF
Apprenticeship Agreements	Timely, as agreed by Team minimum 1 day before induction	100%	NG	BB & Admin	MR	MR	TF
Employer contracts	Timely, as agreed by Team minimum 1 day before induction	100%	NG	BB & Admin	MR	MR	BA
Student IDs	Timely, as agreed by Team minimum 1 day before induction	100%	BB	NG	MR	MR	TF
Inductions KPI			Accountable	Dependency	Line Manager	Dependency Line Manager	SMT
Preinduction Paper work aka ESFA doc	timely before induction	90%	NG	BB	MR	MR	TF
Induction Schedule	2x a month as agreed attended by Coaches and completed timely	100%	BB (to arrange with coaches)	Coaches (going solo)	MR	MR	TF
First day of learning	induction activity	100%	BB (to arrange with coaches)	Coaches (going solo)	MR	MR	TF
Induction Quiz	induction activity	100%	NG	BB/Coaches	MR	MR	TF
First visit checks	post induction activity	100%	Coaches	BB/MR	MR	MR	TF
Coaches and Trainers			Accountable	Dependency	Line Manager	Dependency Line Manager	SMT
First visit	within 7 - 10 days	100%	coaches	IQA - FO	MR/BB	MR	TF
Coaching Sessions	monthly as agreed with learner and well planned	100%	coaches	IQA - FO	MR/BB	MR	TF
Progress Reviews	bi-monthly	100%	coaches	IQA - FO	MR/BB	MR	TF
Timely Achievements	within practical period and timely Gateway/EPAO	80%	coaches	IQA/EPA Manager	MR/BB	MR	TF
Timely Ach within ESFA Year	ESFA Year timely Gateway/EPAO	90 -100%	coaches	IQA/EPA Manager	MR/BB	MR	TF
Functional Skills	within 4 months	80%	BB FO	BB	BB	MR	TF
Peer IQA	timelyx3 - interim first 8 months, final 12 months, Gateway	80%	course leads,coaches/IQA	Peers	MR/BB	MR	TF
Qualification Achievements	per Standard and where applicable	80%	coaches	EC/external exams	MR/BB	MR	TF
Off the Job	timely and smart targets, quality of feedback on Progress reviews & complet	100%	coaches	IQA - FO	MR/BB	MR	TF
Portfolio	To commence in Month 5 (latest)	100%	coaches	Peer IQA	MR/BB	MR	TF
Gateway ready and final reviews	complete final reviews with Learner and Employer between month 12 and end of practical period	100%	IQA - FO	NG	MR/BB	MR	TF

SMT, Duality and HR			Accountable	Dependency	Line Manager	Line Manager	SMT
SMT - updates	Quarterly financial updates and targets- Business Hsalth	3	TF	V BA			VB, BA
SMT Policy reviews	Annually	1V	SMT	SMT			
CPD Log	30 hours annually	90-11XIX	all employees	Line Managers			HR
Staff Survey	annually	1i I	HR	MR	VB	TF	TFBAVB
Appraisals	yearly	1I I	Line Managers	Caaches	MR/BB		HR
Financials- Employer contributions	monthly updates	10X£	TG	BA	MR	TF	BAVBTF
ILRand QAR Updates	monthly updates	1W	TG	GC	MR	TF	VVBTF
IQA Audits	Learner centric: Progress Reviews, coaching sessions, Off the job training, observations of teaching learning and assessment and first visits- monthly	1IDS	IOA - FO	N/A	MR/BB		TF
Compliance Audit	ESFA related - monthly	1	NG	BB	MR	MR	TF
QAR, SAR AND QUIP	monthly updates	1CD' &	MR	NG/FO/GC/TG	TF	VB	VB, BA
Mernal Audit success	ESFA, EPA0, Partners and Ofsted	1CD' &	MR	NG BB F0			TFBAVB
Safeguarding, Health and Safety, Prevent Risk Assessment, GDPR, Complaints Policy	Policy implementations, reviews and controls, refresher training annually covers all staff	1s	NG	MR	TF (Data Controller)	VB	TFBAVB
All other operation/polic/B Process audits	Annually - reviews, version control and reminders	10J	MR	NG/BB	TF	VB	TF 8AVB
Business Continuity Plan and Estates	Annually- reviewed and updates	1CD' &	SMT	HOAMR		TF	TF DVB
Learner and Employer Surveys	3x year- 1 induction feedback and knowledge check 1W of monthly new learners 2 on programme 3at Gateway.	1M	NGBB	MR DS	MR	TF	TFBAVB
Accreditations Management	CMI, NCFE, MBF, BCS and AAT Retain and update	100	DS BATF				TFBAVB
EPAD contracts	DSW, ICB, AAT, CMI, BCS, AP, NCFE and UKAAB retain and manage	1V	TF NG	Lead Coaches	MR	TF	TF BA
New accreditations	ISO 9000 Matrix and Investors in People		MR NG	TF			TFBAVB

Monitoring and Control

This document is reviewed by our Directors at least annually and in accordance with industry, legislative, and best practice updates. It was last reviewed in November 2022 and will next be reviewed in March 2023.

Strategic team		Version1.0	Date
Authorised by:	Name	Signatures	Dates/comments
Director	Dr Busayo Ajayi		Date Signed 01/11/2022
Director	Florence Omotola		Date Signed 01/11/2022
Director	Peter Langely		Date Signed 01/11/2022