

NOVA TRAINING



WHO:

Nova was established as a Private Training Provider in September 1992. They are part of the recruitment agency Staff Select Ltd.

Over the years Nova has operated a number of youth and adult training programmes and also delivered employer led programmes and qualifications such as NVQ's and Apprenticeships. Their Head Office has always remained in Willenhall Town Centre (within Walsall Local Authority). But they now operate provision from 29 locations across the local authorities of Birmingham, Cambridgeshire, Dudley, Essex, Herefordshire, Hertfordshire, Luton, Norfolk, Sandwell, Shropshire, Staffordshire, Telford and Wrekin, Walsall, Wolverhampton and Worcestershire.

Their Apprenticeship programmes and other employer led services are delivered by some 300 staff. Provision includes:

Motor Vehicle, customer service, business administration, retail, hospitality, manufacturing, warehousing, hair and beauty and management.

They also offer the qualification for Assessors, Internal Quality Assurance and Information, Advice and Guidance qualification.

HOW:

In terms of engaging young people a major success has been the 'Nova Roadshow' which goes around the county each year including the Skills Show at the NEC in November. The Roadshow includes games and interactive tools and equipment to engage with potential partners, including young people, employers and parents who hear first-hand what apprenticeships with Nova will offer a young person. Latest electronic tools are made available to capture information, promote the events through social media and provide IAG to participants. The roadshow is continually gaining popularity and has won Nova recognition across the industry with competitor staff and learners keen to know more about the provision.

All those who make contact at the Roadshows are contacted after to further explore what they want, their hopes for the futures and the options open to them through Nova.

WHAT:

The Recruitment team are the primary providers of IAG – from initial contact through to placement. They keep in touch with the apprentice for the first 12 weeks with the employer – giving time for their nominated assessor to make their initial monthly visit. At these monthly meetings assessment, training, welfare, progression, personal development are all covered and every quarter the apprentices' line manager is engaged in a tripartite review.

Other forms of IAG are in place including:

- A detailed Apprenticeship Handbook is provided detailing the expectations of all three parties, them, Nova and the employer. what their programme or learning will include, what to do if they are in difficulty, safeguarding etc. The Handbook also includes a whole section on signposting to third party organisation who offer specialist IAG on issues such as drugs, housing, pregnancy etc. The Handbook is emailed to each apprentice and is also available on-line so that it is also available to the employer.
- The website which is designed as a main contact and information point with specific IAG section sharing links to organisations and websites that may be able to help apprentices, their parents/carers and employers.

STAFF DEVELOPMENT:

A primary focus for the continuous professional development (CPD) of staff over the last couple of years has been to upskill them and keep them informed of the changes within the apprenticeship provision so that they can inform prospective apprentices and employers. This has been a mix of formal qualifications and ongoing CPD.

An IAG level 4 qualification is open to all staff and this is delivered in house – and has had a major impact on the role of the Recruitment team who have benefited most from gaining the qualification as they are now know they have the skills and knowledge required to deliver impartial, IAG at all stages of the recruitment process – from initial contact through to employer placement. This group of staff are vital to ensuring that interested individuals receive

“Recruitment team value the qualification and it has made a real difference to their approach to providing IAG – ensuring that we give the young people time to think about their employability skills and what they want to do in the future.”

As the company has grown and the number of learning centres increased, the need to ensure that the IAG experience is consistent in all areas became a priority – and the qualification has ensured this.

Staff attend ‘Joint Continuous Practice’, which is an action research organised by ETF. The last meeting focused on employer engagement and the IAG provided to employers.

Quality observations now include a judgement on retention, progression and achievement against the set KPI to link quality with outcomes for IAG delivery. Observations are graded, 1-4 for teaching staff and RAG for other staff.

Also, as part of their ongoing CPD a staff peer support scheme has been developed. This includes a peer mentor assigned to new staff to cover weeks 3 – 6 and then 6-12 of their induction period. They also have a turnaround team of excellence who go out to centres who are struggling with quality and performance. This includes IAG excellence.

THE ACHIEVEMENTS:

Nova believes that having qualified and trained staff has had a positive impact on retention rates and it supports progression but more than that it has meant:

They won Training Provider of the Year with the Asian Apprenticeship awards for 2016 and 2017 and they are executive members of the BAME (Black, Asian, Minority Ethnic) Alliance.

An Ofsted Grade 1 inspection.

Being regional finalists for the title of Promoting Apprenticeships Campaign of the Year in March 2018 and also for Training Provider of the Year with AELP and FE Week.