

## BL Training Ltd – Directors Expectations for Quality and High Standards in Apprenticeship Training.



*BL Training are committed to providing stakeholders 'high quality training services' and provide 'value for money' for our funders (ESFA/DfE).*

**VISION STATEMENT:** To encourage all learners to view learning as a means of improving their career opportunities and enhancing their quality of life.

**MISSION STATEMENT:** B.L. Training Ltd will be the leading hairdressing training organisation in the North East of England, acknowledged by its customers, its employees, and the public, as being committed to first class education and training, creative ideas, innovative techniques, and a forward-thinking approach to hairdressing.

COMPANY VALUES	Key Performance Indicators – Company Expectation
<b>Quality</b> - Work together to support and maintain quality marks and other standards and to offer high quality products and services	<ul style="list-style-type: none"> <li>• Minimum 320 fortnightly in learning target</li> <li>• (Newcastle 160 / Darlington 80 / Stockton 72) Capacity Model</li> </ul>
<b>Improving</b> – Driving continuous improvement yourself and supporting your colleagues to meet customer needs. Be a positive role model for others.	<ul style="list-style-type: none"> <li>• 100% induction to work placement guarantee</li> </ul>
<b>Customer Service</b> – Providing excellent customer service to internal and external customers	<ul style="list-style-type: none"> <li>• 100% maintenance of staff caseload at minimum levels</li> </ul>
<b>Integrity</b> – Support the brand and culture of the organisation – leading by example	<ul style="list-style-type: none"> <li>• 100% of starts with IAG and induction records</li> </ul>
<b>Value</b> – Be cost effective and cost aware to maintain sound financial performance	<ul style="list-style-type: none"> <li>• 100% of leavers with IAG and progress records – followed up to evidence progressions</li> </ul>
<b>Accountability</b> – to be accountable and committed to achieving company outcomes and expectations	<ul style="list-style-type: none"> <li>• QAR 'all courses' target minimum 80-85%</li> </ul>
<b>High Expectations</b> – Trustworthy, reliable, and integral team member	<ul style="list-style-type: none"> <li>• 85% positive progressions Traineeship to Apprenticeships</li> </ul>
<b>Operational Goals</b>	<ul style="list-style-type: none"> <li>• 80% progression from level 2 to level 3 Apprenticeship</li> </ul>
Maintain quality marks (minimum Grade 2 at Ofsted inspection, Matrix Standard)	<ul style="list-style-type: none"> <li>• Less than 5% ESFA documentation error rates (Audited files/non-conformances)</li> </ul>
Promote Safeguarding, welfare, and mental health throughout learner journey. (Learners and staff)	<ul style="list-style-type: none"> <li>• Less than 15% early leavers</li> </ul>
Staff participate in CPD activities to keep skills current	<ul style="list-style-type: none"> <li>• 100% H&amp;S Employer placement vetting compliant</li> </ul>
Excellent Time management (Punctuality / agreed absences)	<ul style="list-style-type: none"> <li>• Employer engagement and communications followed up within 24hours and 100% recorded business meetings.</li> </ul>