



KEITS is constantly striving to improve its service to our learners, employers and stakeholders. We have received the following feedback from contract year 2008/09 and we will do the following to improve our service.

You said	We will
<p>1. <i>Improve Communication</i></p>	<p>Continue to have regular contact with all our learners/stakeholders. Complete and evaluate 'mystery shopping' exercise. Establish programme of quality assurance visits. Business development consultants will 'touch base' with employers eight weeks after sign up to review procedures. Ensure that documents are fit for purpose "crystal clear".</p>
<p>2. <i>Improve time coming back to learners with results</i></p>	<p>Ensure that all staff are informed of results as promptly as possible. Assessors to inform their learners of their results within 2 working days of receiving the results. Lobby sector skills councils to reduce the turn around time of producing certificates.</p>
<p>3. <i>More visits and time to complete awards</i></p>	<p>Ensure that initial assessment flags up those learners who need additional support and visits. Ensure that appropriate individual target dates are allocated for all learners. Improve the use of the ILP to effectively plan learners' progress and ensure appropriate allocation of visits and support. Introduce e-portfolios for a proportion of learners to enable more efficient collection of evidence and develop better communication between assessment visits</p>
<p>4. <i>Employ more assessors</i></p>	<p>Continuously monitor the need/demand for new staff.</p>

5. *Provide information, advice and guidance to learners of their options*

Continue to update our LMI database of all National Apprenticeship provision.
Continue to work with Nextstep, Connexions, Learn Direct, National Apprenticeship Service and Skills brokers, to provide a more in depth advice service for all stakeholders.
Ensure completion of the 'end of programme exit interview' with all learners to ensure relevant IAG may be provided to all.

6. *Keep pushing for funding to support learners/employers*

Continue to gather LMI to determine needs and skills gaps and write bids for funding to support these "niches".
Keep up to speed with funding opportunities and bid appropriately.
Continue to be a "quality" provider and maintain standards to enable us to qualify for government funding, whilst expanding our provision.
Continue to work with sector skills councils and employers to determine their needs and utilise this information to promote change.

7. *Re word NVQ questions so that they are in an easier format to understand*

Ensure that as revisions to NOS (National Occupational Standards) are introduced that they are user friendly and fit for purpose.
Incorporate assessment requirements into KEITS work packs in an appropriate language and format to aid clarity.
Review updates to KEITS documentation on the agreed annual cycle against feedback from stakeholders and act on their comments where practicable.

8. *Employers need to give employees more support*

Continue to actively listen to our employers and where appropriate use their knowledge to support us i.e. by involving them in our development.
Improve our training needs analysis/organisational needs analysis form to ensure that we are supporting employers more effectively to encourage and enable them to be more involved with their employees training and development programmes.
Ensure from the start of the programme that all concerned are aware that it is a three way process between KEITS, the learner and the employer and that all concerned are supportive of each other.

9. *Ensure facilities checks are thorough so that the award is deliverable.*

Ensure that who ever is responsible for the business sign up has the necessary tools to determine that awards are achievable and appropriate for those concerned, and advice is available if required.

Key - ILP = Individual Learning Plan, IAG = Information, Advice and Guidance, LMI = Labour Market Intelligence