Knights Training Academy
Non-Levy Brochure 2019/20
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Section 1: Background to Knights Training Academy

1.1 Who we are

Knight’s Training Academy is a multi-award-winning training provider. Offering bespoke, integrated entry Level 1 to executive Level 7 training solutions. KTA’s success is achieved by our multitude of strategic partnerships, quality throughout and excellence in all that we do.

We are OFSTED grade good and operate as Business & Commerce specialist. We utilise the Levy, to provide a range entry Level 2 frontline Apprenticeships, to long-term executive Level 3 to 7 leadership and management programmes.

Our internal recruitment team provide a free service to help create adverts, manage communications and coordinate new candidates that have been both vetted and qualified specifically for your organisation.

We work across the UK, with our Head Office base in Camberley, Surrey. As it stands, over 300 employers, ranging from small SME’s to large corporate organisations such as the Shiseido Group, Westex & Water Babies, who have all seen returns on investment through our Management & Leadership programmes.

1.2 Knights Training Academy Stats

- 20+ Levy Clients
- 100+ SMEs
- 80% overall learner achievement
- 1000+ pre-apprenticeship learners supported
- OFSTED grade good
- 100% employment satisfaction rate of good or outstanding
- 80% learner satisfaction rate
- 100% Success in Learning
1.3 Knights Training Academy offering overview

1.3.1 KTA Apprenticeships

We deliver accredited up-skilling programmes which are both bespoke to each employer’s specific needs and smoothly integrated with existing training to reduce impact of day to day job responsibilities.

- Outstanding consultation and implementation process via our 6-stage ‘partnership development strategy’ delivered by your own designated Account Manager
- Tailored recruitment support via our internal recruitment specialists
- Advanced learning assessment, adapted to individual learning styles and needs
- Embedded additional content to all our training offerings:
  - Mental health training, via our qualified mental health first aiders
  - Coaching and mentoring intertwined into all our review sessions
- Designated ‘Account Manager’ to give you a simple single point of contact to improve communication
- Support at local events, fairs and promotion days
- Management of end point assessment organisation
- Celebrating success together through staff reward and recognition ceremonies

Our Apprenticeship offerings can take a new or existing member from Entry Level 1 to Executive Level 7 within a business.
Delivery Model Example – *Retail Team Leader Level 3*

12-month delivery model, showing the knowledge topic delivered each session. It also shows key Review points, which will include professional discussions, capturing of evidence and recording naturally occurring off-the-job hours. Progress is captured through our e-portfolio system, allowing your designated point of contact to overview progression live.
We offer a fully managed service so that the stakeholders can focus on their business. Our relevant apprenticeship (Standards) offerings are:

<table>
<thead>
<tr>
<th>Qualifications</th>
<th>Level</th>
<th>Duration (months)</th>
<th>Funding Band</th>
<th>Co-investment (5% only)</th>
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<tbody>
<tr>
<td>Business Admin</td>
<td>3</td>
<td>15</td>
<td>£5,000</td>
<td>£250</td>
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<tr>
<td>Business Admin Diploma + Customer Service Practitioner</td>
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<td>12 to 15</td>
<td>£3,500</td>
<td>£175</td>
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<td>Chartered Manager</td>
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<td>£22,000</td>
<td>£1100</td>
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<td>Community Activator Coach</td>
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<td>18</td>
<td>£6,000</td>
<td>£300</td>
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<tr>
<td>Community Sport &amp; Health Officer</td>
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<td>16</td>
<td>£9,000</td>
<td>£300</td>
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<td>Customer Service Specialist</td>
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<tr>
<td>Hospitality Supervisor</td>
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<td>£200</td>
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<tr>
<td>Leisure Duty Manager</td>
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<tr>
<td>Leisure Team Member</td>
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<td>18</td>
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<td>£250</td>
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<tr>
<td>Operations/Departmental Management + CMI Dip.</td>
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<td>24 to 30</td>
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<td>Retail Team Leader</td>
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<td>Senior Leader</td>
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<td>24</td>
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<td>£900</td>
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<tr>
<td>Team Leader + CMI Diploma</td>
<td>3</td>
<td>18</td>
<td>£4,500</td>
<td>£225</td>
</tr>
</tbody>
</table>

How does Co-investment work?

The above table gives you an example of the 5% contribution paid by the employer at the beginning of the programme, the remaining 95% is covered by the government. However, if you have under 50 employees.

For further information about the Levy, please ask for ‘KTA – Co-investment’ doc.

OFTJ – Off The Job Hours

Apprentices must spend 20% of their time on Off The Job training hours. However, this doesn’t mean a day away from work per week, as the majority is captured naturally and organically whilst on the job. Please ask for ‘KTA – Off The Job Training Policy’ doc.
Incentives – all employers

If you employ an apprentice under the age of 25, on the day they start, you will not have to pay NI contributions for this individual for the duration of their apprenticeship.

If you employ an apprentice 16-18 years old, you will receive £1000 for doing so. This payment will be split into two payments of £500, one at week 13 and one upon completion.

1.3.2 KTA Traineeships

**Trainees of today are the apprentices of tomorrow**

A Traineeship is a FULLY funded short, flexible training and education programme that has quality work experience at the heart of it. Designed for young people aged 16 to 18, it allows you as the employer to trial them in your workplace, interact with the team and test their commitment as a valued future employee.

The goal is to plug the experience, knowledge, and skills gap that young people often lack when applying for Apprenticeships. The programme is designed for young people that are focused on the prospect of work and are assessed as having a reasonable chance of moving into an Apprenticeship or into paid work within a six-month period.

KTA have a dedicated Traineeship team that facilitate employers towards creating successful, integrated programmes that drives better quality staff recruitment, higher retention rates in employees and financial assistance towards initial training needs.

KTA will work in partnership to create tailored delivery models that coincide with your business needs. There are a range of programme designs, typically lasting 8 weeks, but can last from 6 to 26 weeks and consists of quality work experience (minimal 100 hours), plus the option of a ‘flexible’ element in the shape of certificates and initial training learners might need.

To unlock the trainee’s potential, we include upskilling of Math’s and English via recognised functional skill training and assessment (for those that need it). Plus, employment preparation level 1 qualification to make sure the young person has all the tools, resources, and skills ready for an all-important interview. Interwoven throughout the delivery, is the embedding of safety, mental health awareness, British values and prevent training to safeguard the trainee and your organisation.
KTA understand the importance of which organisations place on;

- Looking after and standardizing a positive customer experience
- Developing and retaining talented employees
- Creating a culture of wellbeing and support

We offer three bespoke courses which educate the skills and knowledge required to be effective in the workplace; whilst our USP, throughout all our apprenticeship offerings, continue to ingrain these three topics to create an embedded behavior and a positive customer centric culture.

1. **Customer Excellence Workshop:**

   A bespoke 1-day workshop, allowing you as the employer to highlight specific areas of staff development, that includes your own values, procedures, resources to achieve a focused product, whilst standardising your customer experience.

2. **Coaching & Mentoring:**

   A 4-day course, including 2 delivery days + 2 further support days to allow team leaders and managers a better understand of how to properly develop their staff members to unlock their potential, enhance their skills and nurture their success

3. **Mental Health First Aid:**

   A 2 day (qualified first aider) or 1 day (MHFA Champion) internationally recognized course to support your organisation to manage wellbeing proactively and minimize the impact of mental ill health in and out of the workplace. The MFHA training courses teach people to spot the symptoms of mental health, offer initial help and guide a person towards support
1.4 Knights Training Academy beliefs, values and USP’s

Beliefs

- **Learner Centric:** KTA believes that the ‘learning experience’ should be central to all our business decisions. We achieve this by aligning learner goals and passions with company values and objectives through continuous coaching and mentoring embedded in all our offerings.

- **Quality & Excellence:** KTA understand that quality should be experienced by all at every level of the journey. This includes the employer via our 6-stage partnership development strategy and learners through our embedded coaching and mentoring, inspiring them to unlock their true potential.

- **Partnerships and Relationships:** KTA pride themselves on being solution orientated and believe that working together is key to success. Our multitude of partners allows us to be confident in meeting your company goals, offer excellent customer service and go above and beyond to exceed your expectations.

Values

- Quality
- Excellence
- Partnerships

USP

- Advanced learner assessment, coaching and mentoring process
- Exceptional curriculum designing, allowing employers to embed their company values and training needs.
- Outstanding consultation and implementation process via our 6-stage partnership development strategy.
- Multi-level partnerships, allowing us to service all your training needs

1.5 Knights Training Academy core competencies and partners

We deliver a wide range of qualifications across a broad range of levels. Where there is a significant demand or need for a new qualification, we will partner with providers who specialize, in order to achieve our ‘one-stop-shop’ approach to training. For instance, if there is a demand for a specific qualification, we will happily develop a delivery model and recruit the staff to enable your organisation to get the best level of investment via our already invested understanding of your culture, values and mission statement.
A good example of this is our strategic partnership with Universities to support the level 6 & 7 leadership offerings, whilst still falling within our account management and ongoing support promise.

**Section 2: Partnership Vision**

2.1 Why develop a partnership?

The opportunity to create a one stop shop solution for your organisation

KTA would provide a solution for your organisation, covering a large proportion of the development needs of existing workers, whilst utilizing KTAs internal recruitment team to capture new staff. A good example of this, is our strong relationship with universities to support the higher level 6 & 7 strategic management and leadership offerings; our relationship with Oakleaf enterprise to offer specialist mental health support or our magnitude of specialist delivery tutors and sub-contractors who may be able to plug any additional gaps and keep your communication line simple via your dedicated Account Executive.

KTA plan to build long-term effective relationships. To achieve this, each Apprenticeship journey will have its own individual curriculum design, delivery plan and bespoke scheme of work which embeds your already existing internal training to create one seamless programme.

2.2 How would the opportunity work?

KTA

- Design and deliver monthly Knowledge workshops, via one of our Key Industry Experts.
- Plan remote or/and cohort assignment support sessions, to minimise impact on staff work responsibilities.
- Develop marketing material to allow stakeholder to sell-in the programme.
• To provide guidance to all apprentices, ensuring they adequately evidence the knowledge, skills and behaviours.
• Provide an Account Manager, to act as your main point of contact and have a 24-hour working response time policy
• Brief and support the line manager so they can support the apprentices i.e. Off the Job Hours.
• Preparation apprentices for, and source the EPA provider
• To provide support to line managers, to ensure they have visibility of progress through the VQ (e-portfolio) system.
• Explore and agree on internal training costs that can potentially be off set against the apprenticeship funding.
• Manage quality in-line with OFSTED requirements.
• Provide and upskill learners with relevant training resources.

Employer

• Open and honest relationship with KTA around business needs current and future.
• Commitment through indicative contract for Apprenticeship qualifications wishing to undertake
• Discussions and planning sessions between Employer, KTA to develop apprenticeship content
• Apprentice line manager(s) to support evidence capturing and be present at the delivery sessions
• Ideally a ‘launch event’ to streamline the message of the opportunities available to employees with both KTA’s presence to support engagement with the Apprenticeship programmes.

2.3 What happens next? 6-stage Partnership Development Strategy

Implementation – Stage 4

• Review & finalize the proposal
• (SLA) Service Level Agreement: Initial draft ready for review before finalising
• Phasing: Depending on volumes, priority programme launch and managing business impact.
• Marketing: Fact sheets, Programme overviews and EPA documents sent across, with optional co-branding.
• Impact makers: KTA to commit to running a workshop for the learner’s line managers to upskill and inform. This is useful if promoting internally.
  o Optionally, KTA to run a workshop directly with staff to support ‘buy-in’.
• Engagement: KTA to issue ‘expression of interest’ forms and pre-Math’s & English online assessments to capture interested parties’ key information prior to enrolment.
• Enrolling & Onboarding: Date set for our dedicated Enrolment Team to complete start paperwork and upskill towards learning and recording resources i.e. e-portfolio.
• SPOC: Specific Point of Contact, dates set out for the year, with a minimum quarterly face-to-face meeting.
• Reports: Agree on the format and information you require monthly, as well as upskilling to be able to use our e-portfolio as a ‘superuser’.

Launch – Stage 5
...Timings, operations, co-ordination, problem solving/support

Review – Stage 6
...Training Needs Analysis, Learning & Development review, Penetration review

If you have any queries, feedback of need further information, please contact:

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