Adult Skills and Family Learning Service Newsletter

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Adult Skills and Family Learning Service News

Service Performance to date – as at 22/02/21

The latest Enrolment and Learner data taken from TERMS is:

Enrolment Numbers	2018/19	2019/20	2020/21 (to date)	2020/21 (target)
Qualification Programmes	681	893	550	972
Adult Skills	8,714	5,619	2,482	7,109
Family Learning	688	785	284	875
Learner Numbers	**2018/19**	**2019/20**	**2020/21 (to date)**	**2020/21 (target)**
Qualification Programmes	570	580	388	614
Adult Skills	6,345	4,512	1,879	5,300
Family Learning	430	652	228	687

The Adult Learning programme is significantly under-delivering against target. Please let us know of any innovative suggestions to improve delivery in this current climate.

E&D, outcomes data and re-enrolment rate targets

E&D targets – for the remainder of the 2020/21 academic year E&D and outcomes targets aren't being monitored and providers will not be penalised if they don't achieve their contractual targets. In order to try and relieve pressure on providers we won't be issuing the monthly target data. This will be included in the end of year SAR data to support your SAR statement.

With regards to contract re-enrolment rates, there is some flexibility regarding amending these. Please speak to your Project Officer regarding specific contracts if you are concerned you are going to exceed the agreed re-enrolment rate.

Engagement activity

We have introduced 2 GLH Engagement Contracts to help Providers to continue to engage with learners and to encourage progression to further learning. If Providers would like to repurpose some of their funding to deliver more of this flexible provision please could they let their Project Officer know.

Provider Support

We recognise how difficult providers are finding it to deliver against their Contracts in the current climate. To support our providers we have:

a) Introduced Engagement Contracts to help Providers to continue to engage with learners who, for a number of reasons, are not able to commit to longer courses

b) Supported Providers in repurposing funding to move to where demand is – ASA to WLA thus reflecting learner needs.

c) Supported Providers in changing delivery models to meet learner needs e.g. day to evening delivery to allow shift workers or parents' home schooling in the daytime to be able to undertake their own learning.

d) Shared information/peer support on changing models of delivery

e) Reviewed and revised our approach to observations to ensure it is sufficiently flexible to meet changing provider needs e.g. to include online, evening, learning walks to meet unavoidable changes to delivery due to COVID19

f) Amended our monitoring to meet changing Provider circumstances

g) Introduced a programme of regular website updates, as well as new pages, so that learners have better access to our course offer

h) Introduced online enrolments to reduce admin time

i) Developed a schedule of promotional activity on Facebook and Twitter to raise awareness of your programmes with new audiences to encourage participation in Adult Learning

j) Signposted Providers to external sources of support and information

k) Uploaded Provider enrolment information onto TERMS where Providers have been facing capacity problems

Please let us know if we can provide any other help to support you through this difficult period.

Learner Support (non-qualification courses)

Providers have access to a small amount of additional funding, totalling 1% of their ASFL Contract value that they can use to help remove barriers to participation. In normal times we anticipate this would be used to fund transport or child care costs. During lockdown it could be used to fund additional resources that learners need to access learning.

To claim Learner Support Providers are asked to submit a spread sheet, at the end of each term, outlining how much funding has been utilised for learner support and its impact. Upon approval, Providers will submit their invoice for reimbursement of funds provided for learner support (taken from page 27 of Provider Handbook).

Learner/Learning Support (qualification courses)

Learning Support for learners on qualification courses can be claimed at a fixed monthly rate through the ILR. Please refer to the ESFA funding rules for further information.

https://www.gov.uk/guidance/adult-education-budget-aeb-funding-rules-2020-to-2021

If you need any support regarding entering the data on TERMS in order to draw down the learning support payments please speak to Steve.

Sector Based Work Academy Provision

We have a small amount of funding to deliver Sector Based Work Academy Provision, in partnership with JCP and a local employer. Please ensure you use the correct code for this provision, as outlined below:

165. To claim full funding for claimants referred to SWAP pre-employment training you must use LDM code 375 and complete the Benefit Status Indicator (BSI) to identify the claimant is in receipt of Jobseeker's Allowance (BSI 1), Universal Credit (BSI 4), or Employment and Support Allowance (all categories) (BSI 5).

Quality Fortnight Spring 2021

We will be capturing feedback from learners between March 15th - 26th with the Spring learner survey link being emailed to all learners who have attended a course between January and March. Your support in raising awareness of the survey and encouraging your learners to access the link is appreciated. We are continuing to enter learners who submit a survey into the prize draw.

The Autumn lucky winner and her tutor, who have been sent £10 book vouchers, are from Three Counties Accountancy Training.

2aspire website

We are seeing more visits to the 2aspire website in response to the extra promotion via social media, general awareness raising and regular updates. We will be providing regular Google analytics data on website visits in the bi-monthly Provider newsletters so you can see which pages are visited on a regular basis, etc.

In addition to course information, the website now contains information on jobs and careers, online learning opportunities, activities that learners can do at home with their children as well as the more formal information on safeguarding and service information. Your support in keeping your course information up to date, as well as raising awareness of the website and encouraging learners to visit it as part of their general information and advice is appreciated. If you need any support regarding updating your course information, please speak to Steve.

Please note that external policy documents are also hosted on 2aspire in line with ESFA funding

requirements including our Subcontracting Policy and the annual Self-Assessment Report.

Google Analytics data – 2aspire

In December 2019 Google Analytics (GA) code was added to the 2aspire and course finder websites. This allows the monitoring of usage to the sites. Below is a graph using data taken from GA to show the number of page views each month. As can be seen, apart from a dip in December 2020, there has been a steady increase in the number of total views.
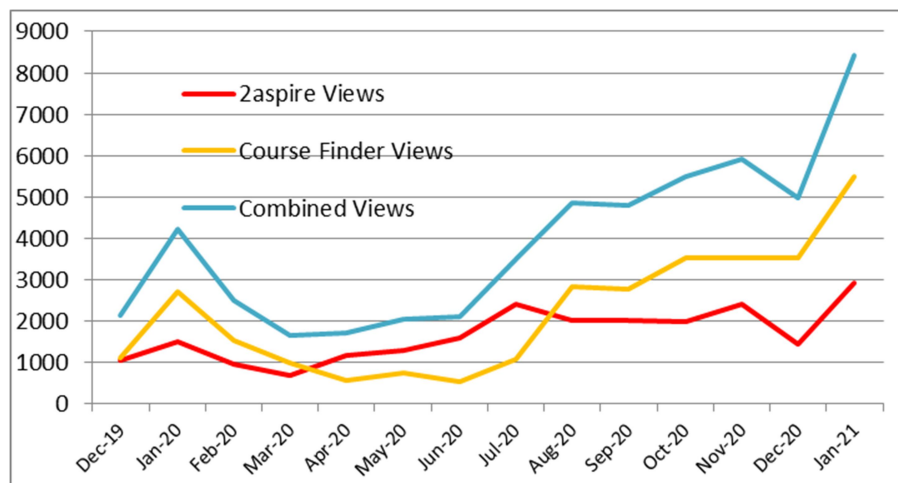
Through GA we can also see which the most popular pages are. The image below is just looking at 2aspire for January 2021. The most popular page is the 2aspire homepage with the subjects page next, followed by the family learning courses page.

We can use this information to monitor which pages the public are using and also modify the pages to signpost information or courses which may be of benefit.

	Page		Pageviews		Unique Pageviews		Avg. Time on Page	
			2,939 % of Total: 100.00% (2,939)		2,211 % of Total: 100.00% (2,211)		00:01:46 Avg for View: 00:01:46 (0.00%)	
☐	1.	/	728	(24.77%)	577	(26.10%)	00:01:05	
☐	2.	/courses/subjects/	650	(22.12%)	378	(17.10%)	00:01:43	
☐	3.	/family-learning/family-learning-courses/	516	(17.56%)	433	(19.58%)	00:02:34	
☐	4.	/providers/	192	(6.53%)	122	(5.52%)	00:03:47	
☐	5.	/courses/subjects/online-courses/	115	(3.91%)	85	(3.84%)	00:01:22	
☐	6.	/courses/	75	(2.55%)	63	(2.85%)	00:00:33	
☐	7.	/courses/locations/	74	(2.52%)	56	(2.53%)	00:00:44	
☐	8.	/careers-and-jobs/careers/	56	(1.91%)	42	(1.90%)	00:02:33	
☐	9.	/learning-at-home/	37	(1.26%)	33	(1.49%)	00:01:17	
☐	10.	/learning-at-home/learning-for-children/	34	(1.16%)	19	(0.86%)	00:03:45	

Facebook and Twitter

Our Facebook and Twitter campaign to promote your courses continues to do well. We will continue to post under the LCC page on Facebook and Twitter and welcome more of your posts to promote your courses etc. Please send your posts to anita.pritchard@lincolnshire.gov.uk Posts need a jpeg image, link and brief details.

Please keep your eyes peeled for the new image and tag the site in your posts **#2aspire** to support the Service and reach a wider audience. If anyone has any ideas of how to further our reach and engagement, please contact Anita who will be happy to explore this with you.

We were contacted by Radio Lincolnshire a number of times over half term to find out more about our Family Learning activities, specifically in response to our social media promotion. It's important that we keep this momentum going to extend our reach and support learner recruitment onto your courses.

Commissioning – 2021/22 Academic Year

The request for submissions to deliver for the Adult Skills & Family Learning Service in the 2021/22 Academic Year is now live on ProContract with the deadline of 12 noon, 30th March, for submissions. We will be providing feedback on Provider submissions on 7th June.

Please also note the date of 30th June for the next Provider meeting.

All existing Adult Skills & Family Learning Framework Providers only need complete the Further Competition documents, as detailed below:

1. Due Diligence document

2. Delivery Plan for each Lot you would like to deliver for the Service.

3. Learner Recruitment & Selection Process form for each Lot

Please read the 'Call off Contract Guidance' and 'Award Criteria' tabs before completing the documents. If you have any queries with regards to completing the documentation, etc could you direct your questions through the ProContract portal for transparency purposes.

LEP online jobs and careers fairs

The January event welcomed over 700 visitors in three hours, with a mixture of employers, education providers and support services from across Greater Lincolnshire. The next virtual fair will take place on Thursday 25 February, 10am - 1pm and will be hosted by Matt Warman, MP for Louth and Horncastle. Please cascade this information to your tutors and learners.

www.greaterlincsjobsfair.co.uk

The March online jobs and careers fair is scheduled for: Thursday, 25th March 2021, 10am – 1pm. Future dates will be advertised on the site here:

https://greaterlincsjobsfair.co.uk/page/upcoming-fairs

DfE White Paper: Skills for Jobs: Lifelong Learning for Opportunity and Growth

The White Paper was published in January and sets out planned reforms to the FE and technical training system. It aims to increase momentum in the delivery of skills by increasing employer involvement in skills courses and better tailoring provision to local needs, improving higher technical qualifications, introducing a Lifelong Loan Entitlement, reforming accountability and funding systems and supporting FE teachers.

Details of the White Paper can be found here:

https://commonslibrary.parliament.uk/research-briefings/cbp-9120/

Education and training Foundation

The Education and Training Foundation (ETF) is the expert body for professional development and standards in Further Education (FE) and Training in England. Their role is to design, develop and deliver continuous professional development (CPD) for teachers, leaders and trainers to support government policy and meet sector needs. Keep an eye on their website for new training:

https://www.et-foundation.co.uk/about-us/welcome-education-training-foundation/

Business Lincolnshire

There are a number of Covid support business grants / loans available to businesses. Details of these are provided on the Business Lincolnshire Growth Hub website which contains the most up to date information. Register for their newsletter to stay on top of the latest coronavirus news, guidance and available support:

https://www.businesslincolnshire.com/

Provider Information – TERMS/Data

Provider Liaison

Following James leaving the Service both Nick and Steve will become the contact for specific Providers in relation to TERMS queries. Nick and Steve will be contacting Providers in the near future – however until the email is received please could we ask that Providers email edsdataservices@lincolnshire.gov.uk with any queries and we will get back to you.

TERMS Hints and Tips for Providers

1. West March have advised not to use Internet Explorer to access TERMS. Chrome, Firefox, Edge are all acceptable alternatives to use.
2. When logging onto TERMS please use the url https://terms.lincsglobal.net
3. Whenever saving anything in TERMS including reports always use Webfile as the area to save to. Please refer to the LCC TERMS User Guide v1.4 which is available on TERMS, Reports Module section 4, for details on how to do this.
4. For Providers with Funding Model 35 contracts your funding reports are produced at the beginning of the month. To ensure up to date provision is included in the reports please ensure that TERMS is up to date.

In addition, listed below are some areas to note for Providers:

- When enabling courses to appear on 2aspire, enter a date in the "Visible online to date" to ensure that the course is removed from 2aspire in a timely manner.
- Learners must be aged <u>19 or over as of the 31st August 2020</u> and all learners must have a date of birth entered. This will then enable a Unique Learner Number to be obtained for them.
- All courses must be assigned to a venue otherwise the enrolment attached to the course is ineligible for funding until it has been resolved.
- Select your Provider name when setting up the course, this will make sure that other Providers cannot see and edit your courses on TERMS.
- We advise Providers to start assigning tutors to their courses, please see section 2F of the TERMS user guide.
- National Insurance Numbers, if provided by the learner upon enrolment, must have no dashes entered when entered on TERMS the correct format is AA123456C not AA-12-34-56-C.

TERMS Improvements

Online enrolment improvements

There have been recent improvements to TERMS which assist in the administration of online enrolments. These are:

1. Receipt text sent by email to the learner can now be changed based on the contract code. For example, different wording for your qualification courses and non-qualification courses.
2. Registration reminders can now be sent to learners x days before the course starts on a contract code basis.
3. Online registration notification emails can now be sent to Providers. This will inform you of new enrolments as they enrol on courses through 2aspire.
4. There is a report available to Providers which lists the learners who have been enrolled online within the past 14 days. This can be run through the reports module with TERMS and like all reports can be emailed on a scheduled basis. We just need to know an email address and how often Providers would like it sending.

If a Provider would like any of the above implementing please email the address below with the wording you would like to use:

edsdataservices@lincolnshire.gov.uk

Updates to TERMS

Listed below are the recent changes to TERMS that affect Providers:

1. Web tab in the Programme Parameters
   o There is a new tab in the Programme Parameters which allows you to specify Meeting Types:
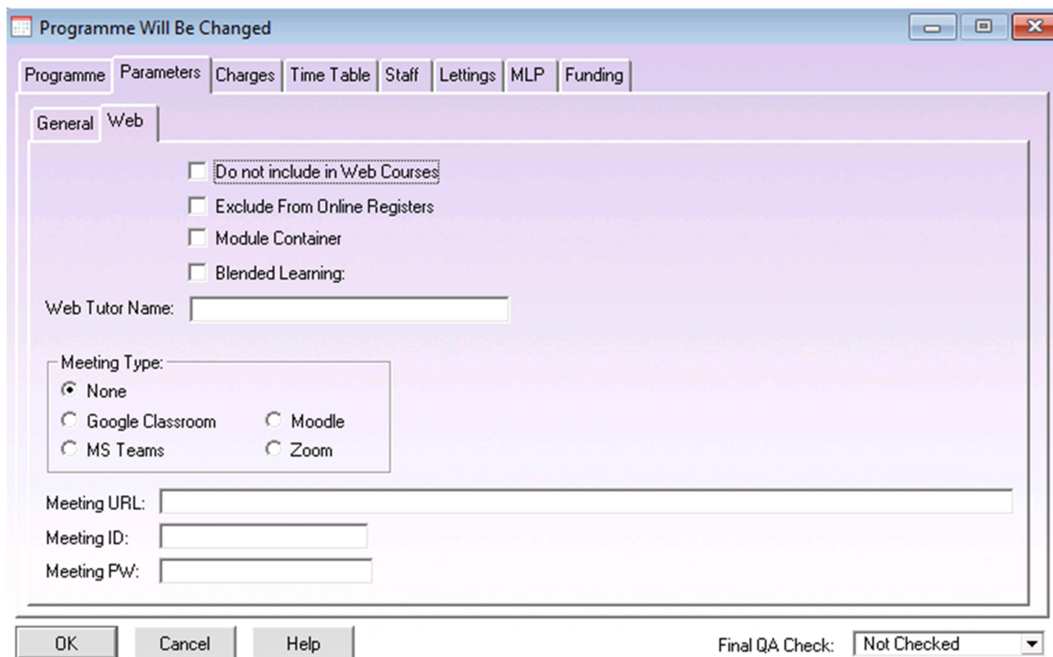
2. Auto-sign Learner Agreements
   o An option to Auto-sign learning agreements for Funding Model 10 courses (AS, WL) has been enabled
3. Provider Details on Receipts
   o An option has been enabled which will add Provider details to online enrolment receipts.

TERMS Drop in Training Sessions – February and March 2021

Want help with something specific on TERMS? This could include areas such as guidance on how to record a certain course, a recap of the web tab/2Aspire or anything else on TERMS. We will be running TERMS drop-in sessions using Microsoft Teams on Thursday February 25th and Thursday March 25th from 10.30am to 11.30am. Please note availability is dependent on demand and not every topic will be able to be covered in each session. Contact Steve about these:

Steven.Bannister@lincolnshire.gov.uk

Checking of Spelling

Please remember that what is entered on TERMS regarding the advertising of courses/course descriptions is what will appear on the 2Aspire website and be seen by the general public. With this in mind please can we remind Providers that a thorough check of all wording is carried out before placing on the web. There is no spell check facility within TERMS so please bear this in mind.

Advertising courses on 2aspire

When entering a course on TERMS please remember to use the description section to give the prospective learner some information about the course. As mentioned at the Provider Meeting on February 10th the course description needs to be at least 256 characters long. Some ideas of what could be included are:

- Course content
- Any pre-requisites before enrolling on the course
- What the course can lead to
- Clarifications regarding costs/fees
- Using Basic html to add additional content

The Alternative web name field can be used to give your course a more marketable title. The "Additional web key words" or "Common Search Errors" fields can be used to redirect learners in the case of related words or spelling mistakes. If you require any help with html please contact Steve.

ILR submission dates for 2020/21

For your information the next 4 ILR submission deadline dates for 2020/21 are:

R07 – 04/03/21

R08 – 08/04/21

R09 – 07/05/21

R10 – 04/06/21

Although these are the specified deadline dates we always look to submit our final file at least 4 working days before the deadline. Please could Providers bear this in mind when updating their data to TERMS.

Blending Learning – maintaining data security

Whilst delivering Blended or online learning can we remind Providers to ensure that strict security is in place i.e. usernames and passwords amongst tutors and students. There have been instances where online platforms have been hacked during learning. Please can we re-enforce this message to stop others from accessing what is being taught in the classroom.

Provider Audits 2020-21 – feedback from findings to date

A sample of the data held on TERMS for all Provider contracts is audited for quality during the academic year. As at the end of January 2021 a total of 28 contracts have been audited. Following the audits outlined below is a list of common issues that have been found. To ensure that effective data quality is maintained on TERMS please can we ask that all Providers take note of the below:

Completion of enrolments

There is an expectation that all enrolments are completed within 2 weeks of the end date of the enrolment. Instances have been found where enrolments are still not completed up to 2 months after the end date. In addition enrolments have been found where results have been added but there is no Destination or attendance.

As a reminder a completed enrolment should have:

a. Results/outcome
b. Destination
c. Attendance

To assist with the completion of enrolments all Providers receive a Completions report on a weekly basis. This report details all enrolments that have missing Completion information.

Please can we ask that all Providers make use of this report to ensure the Completion of enrolments is up to date. Further information on the monitoring of Completions can be found in the following item of this newsletter.

Missing Learner Telephone Numbers and email address

If a learner states the above upon enrolment please ensure that it is added to TERMS. Email addresses in particular are used by the Service is the method of learner contact for Quality Surveys. Please also ensure a telephone number has 11 digits including the leading '0'.

Employment Status

1. If the learner is in employment please check the number of hours worked per week and length of employment recorded upon enrolment. If the learner is a previous learner this may have changed over a period of time so TERMS may need updating to reflect this.

2. If the learner is unemployment please ensure:
   - the correct not in paid employment status is selected
   - the correct length of unemployment is selected
   - the correct benefit status is selected

3. The Benefit that a learner is claiming should be checked to TERMS for each enrolment as this may change. If it has changed update TERMS to reflect this.

Prior Attainment

Please ensure that the Prior Attainment the learner provides upon enrolment is recorded accurately on TERMS. Learners with no qualifications and/or low skill levels are a Priority/Target learner group for the Service for 2020-21.

Equality and Diversity

Please ensure that all Learner disability/difficulty the learner states are recorded in the LLDD section below. Please remember that a Primary disability/ difficulty should also be selected:

Monitoring of Completions/Completed Enrolments

All Providers are now in recept of a Completions report every Monday that provides details of finished courses where either results, destination and attendance are outstanding/yet to be finalised for enrolments. Please can we ask that all Providers use this report to maintain accurate completion data on TERMS. As a reminder there is an expection that enrolments are finalised within 2 weeks of the finish date.

As a result of Providers receiving these reports the monitoring of completions will be carried out by the Adult Skills and Family Learning Service to ensure updates are taking place, with findings being fed back to Providers.

Thank you for your assistance in ensuring that this important aspect of data quality/management on TERMS is implemented.

Enrolment Form – Privacy Notice/GDPR

Please can we remind Providers to update TERMS when a learner completes the Privacy Notice on the Enrolment Form and indicates that they can be contacted:

- About courses or learning opportunities
- For surveys and research

and by the following methods:

- By phone
- By post
- By email

This update can be found within the Funding Details tab on TERMS: