

ADULT SKILLS AND FAMILY LEARNING SERVICE PROVIDER NEWSLETTER

April 2021

COVID 19 UPDATE

NATIONAL GUIDANCE

The Department for Education (DfE) has published guidance about [COVID-19 in educational settings for staff, parents and carers, pupils and students](#).

Please ensure any provision delivered under our ESFA funding contract complies with the DfE guidance. Home testing kits are available from test and trace sites as well as from pharmacists. For further information, please visit Gov.uk

2020/21 ACADEMIC YEAR PROVIDER SUPPORT

We recognise the difficulties providers are finding in delivering against their Contracts in the current climate. To support our providers we have introduced several initiatives including:

- The introduction of 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
- Supporting Providers in changing delivery models or repurposing funding to meet demand and learner needs
- Shared information/peer support on changing models of delivery
- Amended our monitoring to meet changing Provider circumstances and revised our approach to observations to ensure it is sufficiently flexible
- Introduced online enrolments and a programme of regular website updates
- Developed a schedule of promotional activity on Facebook and Twitter
- Signposted Providers to external sources of support and information
- Uploaded enrolment information onto TERMS on behalf of a Provider where they have been facing capacity problems

Please continue to let us know if we can provide any other help to support you

IMPORTANT DIARY DATE

The next Provider meeting is planned for 30th June 2021 commencing at 9.30 am. Further information to follow. Please email Business Support at BS_LearningLH@lincolnshire.gov.uk to confirm your attendance at the meeting.



2020/21 ACADEMIC YEAR PERFORMANCE UPDATE

The latest enrolment and learner data taken from TERMS shows that the Adult Skills programme continues to be significantly under-delivering against target. However, this is not the case with the Qualification Programmes where we are confidently expecting that our 20/21 academic year targets will be met.

Enrolment Numbers	2018/19	2019/20	2020/21 (to date)	2020/21 (target)
Qualification Programmes	681	893	812	972
Adult Skills	8,714	5,619	3,787	7,109
Family Programmes	688	785	325	875
Total Provision	10,083	7,297	4,924	8,956
Learner Numbers	2018/19	2019/20	2020/21 (to date)	2020/21 (target)
Qualification Programmes	570	580	495	614
Adult Skills	6,345	4,512	2,690	5,300
Family Programmes	430	652	254	687
Total Provision	7,345	5,744	3,439	6,601

For the remainder of the 20/21 academic year E&D and outcomes targets are not 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. We are still offering providers some flexibility in relation to contract re-enrolment rates and would ask that you please speak to your Project Officer if you are going to exceed the agreed re-enrolment rate.



A FOCUS ON QUALITY

LEARNER FEEDBACK



Quality Fortnight Spring 2021

Although learners are reporting a satisfaction rate of 97%, we were very disappointed in the response rate to the Spring Quality Fortnight Survey of 19%. It is vital we get feedback from our learners; partly in order to ensure we are meeting their needs and to inform our quality systems, but also because it is a funding requirement. We therefore need to improve on this very poor response rate. We will work with those Providers whose learners didn't respond to the survey to improve communication in order to increase the response rate in the summer.

We will be capturing learner feedback between 5-16th July for summer courses. The Summer learner survey link will be emailed to all learners who have attended a course between April and July. Please ensure your tutors are aware that this activity is taking place so they can raise awareness, provide background information to the survey and encourage learners to participate. Your support in helping to improve the survey response rate is appreciated.

We are continuing to enter learners who submit a survey into the prize draw. The Spring lucky winner and his tutor, who have been sent £10 book vouchers, are from Skills365.

A reminder about case studies



It is a contractual requirement that a learner story is submitted each term. Please ensure you continue to send your Project Officer a case study, on a termly basis, which we can use to showcase the excellent work going on in the Adult Learning sector.

Matrix Standard

We had our full 3 year Matrix review in March which was a joint assessment with The Council's Young People's Learning Provision, (YPLP). We are really pleased to report that we have continued to meet the requirements of the Matrix Standard. The review went really well, with the assessor being impressed with the positive progress we have made since her last visit.



We were commended on the bravery and commitment of staff who were continuing to deliver services in schools and YPLP centres, which in her view demonstrated a real genuine desire to support learners. Our leadership was marked as being strong, with clear objectives and values, and a strong sense of purpose and commitment which is well communicated and understood by all staff.

We were also pleased that the positive partnerships we maintain were recognised as a great strength, and that our IAG is well embedded into all our delivery models, which then supports learners to succeed with their personal learning objectives.

Learner of the Year Award 2021

It's that time of year again to think of who you will nominate as your learner of the year. As you may be aware we normally celebrate with winners attending the Lincolnshire Show, however, again this year this local event has been cancelled due to Covid-19.

We are still keen to celebrate your learner's successes especially in such a challenging year. It is expected that all providers will nominate at least one learner. We are looking for nominations of individuals that have accessed LCC courses through your contracted provision, where learning has had a significant impact and helped them progress onto further learning/voluntary or employment opportunities. We hope you agree that this is a fantastic opportunity to commend individuals where learning has made a difference.

All nominations must be emailed to BS_LearningLH@lincolnshire.gov.uk on or before Friday 28th May 2021, please can you copy your Project Officer into the corresponding email.

We look forward to receiving your nominations.

Keeping 2aspire up to date!

Just a reminder that as a team we are still continuing to update 2aspire on a monthly basis to keep the site fresh and we really need your support in maintaining the site. Please ensure that you continue to update your courses on TERMS 4 weeks in advance of the course start date

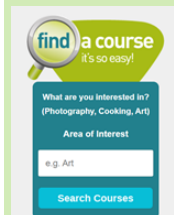
Did you Know ?



In addition to course information, the website contains useful and important 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.

External policy documents are also hosted on 2aspire in line with ESFA funding requirements including our Subcontracting Policy and our annual Self-Assessment Report.

Top Tips for Advertising Courses

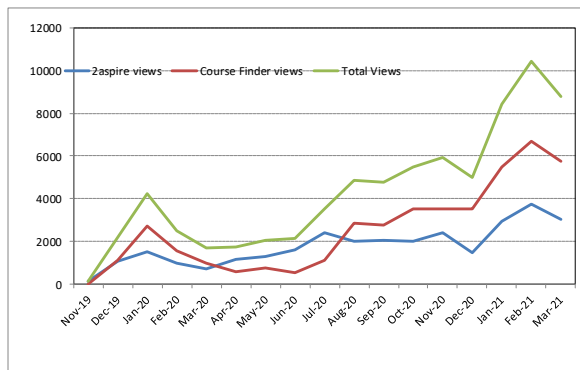


- When entering your course onto TERMS remember your key words! For example if your course has a 'wellbeing' theme, then place wellbeing in the keywords. This helps prospective learners search for your course more easily.
- Use images related to your courses. You can upload these onto TERMS ready to be placed onto 2aspire. There are lots of sites that offer 'free' images.

- TERMS does not contain a spell check facility so with this in mind, providers are asked to ensure that a thorough check of all wording is carried out before placing on the web

Please remember to send kate.maltby@lincolnshire.gov.uk your descriptive sentence so that we can add this to your provider details. It will help potential learners know more about you and what you offer. Thank you to those providers that have already sent us your details.

Google Analytics



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 are including Google analytics data in these bi-monthly Provider newsletters to give an insight into how the site is being accessed. Since the start of the 20/21 academic year the total views recorded across 2aspire and Course Finder stands at 73,727 . Other interesting facts reveal that:

- * In March 2021 a total of 1,076 unique users visited the site compared to 194 in March 2020
- * Of the visitors to the site in February, 70 returned in March meaning 7% were returning users
- * Looking at country of origin, (and other than visitors from the UK), since 1st August 2020, 7% (427) users were from the United States. Other visitors in the top 5 list of countries or origin include Finland, Netherlands and China!
- * Ignoring visits to the site Home page, the most popular pages visited in March 2021 include : Family Learning courses, Provider pages, Courses/Subjects, On line courses, on line enrolment guide and careers and jobs pages

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.

A FOCUS ON STAFF TRAINING

College Collaboration Fund



There is a growing bank of useful resources for all FE Providers to use that are being developed through the College Collaboration Fund (CCF). A flavour of these resources is provided below:

Lincolnshire FE Colleges:

- Short online course relating to either digital and study skills, literacy or numeracy. On each page, staff can view, access or download the resource. Courses are built in Rise with final end assessments embedded from Storeline or H5p, making them usable within any virtual learning environment
- Tools and guides for teachers on how different digital content and resources can be integrated to support remote and blended delivery. The site includes guides on integrating various programmes into remote education including MS Team, Office 365, Blended Learning Consortium Teacher Collection, Wakelet Teacher Collection, Flipgrid, MS Form and many more.

The resources can be found at: the [CCF Resource Page on GOV.UK](#)

Walsall College and partners launched their [Synchronous Learning Training Package](#) through a high energy event on 25 March (watch [here](#)). This online training is designed to raise the quality of synchronous (real-time) remote teaching and learning, particularly through improving the learner experience and develop teaching skills. The training package covers five themes:

- planning and preparing remote learning sessions;
- strategies to engage and motivate learners online;
- techniques to assess online learner progress;
- supporting students with learning difficulties and disabilities; and
- setting group tasks and making the most of collaboration methods.

Each theme comprises ten interactive CPD (Continuing Professional Development) resources for teachers using a series of teaching exemplars, guidance and toolkits which have been created jointly by specialists from colleges in the Colleges West Midlands group with digital design by the Blended Learning Consortium.

You can find out more information on each [CCF project on GOV.UK](#)

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/>

Tackling Hate Crime

Further to the presentation on Hate Crime at the last Provider meeting, the Council's draft Tackling Hate Crime Together Policy has been out for consultation and is now waiting sign off from the Central Leadership Team. Once the Policy has been officially signed off it will be circulated across our Provider network.

Useful support organisations for anyone suffering from a hate crime or incident, or who has witnessed it are:

Just Lincolnshire: Tel: 01522 520174; Mobile: 07867 385826; www.JustLincolnshire.org.uk (Email sue.ellis@just.lincolnshire.gov.uk)

Victim Lincs team: Tel: 01522 947510, www.victimsupport.org.uk

Paul Drury continues to lead on Prevent for the Council and is also leading on the new Hate Crime Policy. Paul is able to provide Prevent training for your staff, either remotely, or face to face, if the necessary safeguards are in place. Paul can be contacted on:

Tel: 01522 555367
Mobile: 07771 837829
LCC email: Paul.drury@lincolnshire.gov.uk



IN THE NEWS

County News – Spring/Summer 2021

We were delighted to be asked to contribute information on our online programme to the latest County News. This LCC magazine is delivered to about 358,000 homes and businesses across Lincolnshire and is a great way to promote our programme. Particular thanks to RHG for providing information to support this article.



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/>

Facebook and Twitter



A reminder that any information for our newsletters and Facebook posts that you would like added to our schedule for week commencing 17th May should be with us by 3rd May so we are able to plan the content. The themes for our May newsletters are

- Adult Skills - Life and work skills
- Family Learning - workshop sessions
- Wellbeing - Coping with Change

Please send any details of courses or sessions you would like adding and we will do our very best to include them all. Please send a brief description, a link and a jpeg image for FB posts to anita.pritchard@lincolnshire.gov.uk



Online Jobs and Careers Fairs

Since November 2020, the Greater Lincolnshire Online Jobs Fairs have supported over 4,000 individuals to access information about jobs, training and employment support. The next virtual fair will take place on Wednesday 28 April, **10am-1pm** and will be hosted by Mandy Watson, Director, Ambitions Personnel. Please cascade this information to your tutors and learners who should visit www.greaterlincsjobsfair.co.uk. Attendance is free for both exhibitors and visitors.

For details of further events, including a future Careers Fair expected to be held on Wednesday, 26th May 2021, 10am-1pm then please visit

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



COMMISSIONING UPDATE

The request for submissions to deliver for the Adult Skills & Family Learning Service in the 2021/22 Academic Year closed on 30th March.

All submissions are now being evaluated and scored so that an outline programme can be discussed, adjusted and approved by our Learning Board in May. Feedback and Contract Award will be made on 7th June.

Please note contract documents will be reissued for the 2021/22 academic year

National Careers Service



With more and more people looking for new career options and opportunities due to the pandemic the National Careers Service in Lincolnshire has been providing impartial Careers Advice and Guidance to even more people across Lincolnshire and Rutland from a variety of backgrounds and locations.

They have also refreshed their library of group workshop sessions to reflect the changing needs and requirements of their clients. Two of their new workshops are aimed at specific groups of people. These are their Women into Work session that provides information and practical tips on how females can break through into traditionally male dominated roles and also explores the myths that are perceived by some in relation to females achieving their goals in the workplace. The second new workshop is aimed at Executives and Professionals - Career Management Fast Forward, this workshop provides information and facts to guide and support professionals transition between old and new careers, exploring the importance of networking and maintaining professional knowledge.

To book on these workshops email: appointments@futuresforyou.com or ring 0800 9179417

LEARNER SUPPORT (NON-QUALIFICATION COURSES)



Providers have access to a small amount of additional funding, totaling 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 the pandemic 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.

TERMS MANAGEMENT INFORMATION SYSTEM

REGISTER OF TERMS USERS

To ensure that an accurate record is kept of everyone that needs to have access to TERMS, all Providers are asked to inform us of :

- ⇒ any users that no longer require access to TERMS so that their accounts can be de-activated
- ⇒ any new starters to your organisation who require a TERMS login. In order to set up a new user we will need to know their Name, Email address and Start date

All staff that require access to TERMS will have to complete and return a Data Responsibility Agreement (DRA) form which will be emailed to new users on receipt of the information outlined above.

A review of TERMS Users currently on the system will take place in mid-May. As a result Providers may be contacted to ask if a user still requires access.

Please look out for the email and refer to the instructions that will be contained within it about return of information.

If you have any queries then please contact Nick.brown@lincolnshire.gov.uk or

Drop in Training Sessions

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 a TERMS drop-in sessions using Microsoft Teams on Wednesday May 12th from 10.30am to 12.00pm. Please note availability is dependent on demand and not every topic will be able to be covered in each session.

Please contact Steve.bannister@lincolnshire.gov.uk if you would like to attend



RECENT IMPROVEMENTS

Notification emails to learners about the start of their course

West March have implemented an option which will send out emails to remind learners of the impending start of their course. This option is set against your contract code and 3 levels of emails can be sent out at various times prior to the start of the course. The text for each level can be customised to your specification.


Please contact Steve.bannister@lincolnshire.gov.uk if you wish this to be activated for your contracts.

KEY POINTS TO NOTE

- ◆ Learners must be aged 19 or over as of the 31st August 2020 and all learners must have a date of birth entered. If a Learner has a missing DOB they cannot be including in ILR returns and therefore will not generate funding
- ◆ Missing Postcodes and 1st line of address. As a minimum an address must include a Postcode and 1st line of address. If the Learner also includes a House Number or House Name on the enrolment form please can we ask that this is included too.
- ◆ Email Address. If a learner has included an Email Address on the enrolment form please can we ask that this is added to TERMS.
- ◆ Please remember to record the correct Prior Attainment the Learner has indicated on the Enrolment Form.



HINTS AND TIPS

- West March have advised not to use Internet Explorer to access TERMS. Chrome, Firefox, Edge are all acceptable alternatives to use. 
- When logging onto TERMS please use the url <https://terms.lincsglobal.net>
- 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.

Always HAPPY to help 

If you have any queries or problems relating to TERMS please email Nick.brown@lincolnshire.gov.uk or Steve.bannister@lincolnshire.gov.uk

A FOCUS ON PERFORMANCE REPORTING AND TERMS DATA QUALITY.....

Provider Audits 2020-21 – feedback from audits carried out in April 2021

The total number of contracts that have been audited during the academic year is now 45. The latest Audits were carried out during April and those Providers who sent in the sample enrolments will receive their Audit reports before the end of the month. Following the Audits it is pleasing to report that the quality of data reviewed and checked on TERMS from the enrolment samples that were provided this month has improved compared to that provided previously. However, there are some aspects that we would like to bring to the attention of providers so that we can continue to improve the quality of data held on TERMS i.e.

- ⇒ **Learner Employment Status**—Please remember to check the Employment status on TERMS for every enrolment for a learner – their Employment can change from a previous enrolment and it is important that TERMS records the most up to date information.
- ⇒ **National Insurance Number**—For those Providers with QC, QE and Traineeship provision please remember that a National Insurance Number is required for the learner to be eligible for funding.
- ⇒ **GDPR information** - Please remember to update TERMS with the GDPR information that the learner provides on the Enrolment form. This will ensure that we are able to contact those learners for aspects of work/analysis such as the Quality Surveys.

Providers and contracts that will be part of the next set of Audits in May will be contacted before the end of April. Thank you for your continued support with this important piece of work.

ILR submission dates for 2020/21

The next 4 ILR files have to be submitted by:

R09 – 07/05/21 R10 – 04/06/21
R11 – 06/07/21 R12 – 05/08/21



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.

TERMS COMPLETIONS REPORTS

All Providers now receive the TERMS Completions report on a weekly basis every Monday – this is the report which details where the planned course end date has passed and the enrolment needs finalising with Outcome, Destination and Attendance.

As the end of the academic year draws closer please could we ask that Providers use this report to update TERMS in a timely manner. For Funding Model 10 courses the expectation is that completion information should be completion on TERMS within 2 weeks of the course end date.

PFR Reporting – Hints and Tips

For those Providers with QC and/or QE provision you will be aware that PFR reports are sent to you on a monthly basis. A TERMS and Qualification funding guide has been produced and sent to Providers which contains useful Hints and Tips to ensure that the correct amount of funding is drawn down each month.

This guidance can also be found on the TERMS noticeboard and on 2Aspire by following this link:

<https://www.2aspire.org.uk/wp-content/uploads/2021/04/TERMS-and-Qualification-Funding-April-21.docx>

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.

FINAL THOUGHTWe'd like to hear your views!

The aim of this newsletter is to provide you with a range of information that we hope you will find interesting and useful. Please contact Sue at sue.bennett@lincolnshire.gov.uk if you have any suggestions as to how the newsletter could be improved, or if would like to make any contributions to future editions.

If you would like to see past copies of this newsletter then please access www.2aspire.org.uk/home/provider-area/