

# **MASTERING COMMUNICATIONS WITH YOUR APPRENTICES AND EMPLOYERS**

**Action Plan**  
**05-01**

MARCH 2024

## Introduction

**Related course:** Mastering Communications with Your Apprentices and Employers

### **What is this resource for**

This action plan is designed to help capture some key outcomes from the live CPD course. Therefore, allowing you to create clear targets to be achieved by named internal individuals; including dates for achievement. This action plan can feed into your own Quality Improvement Plan (QIP) and can also be used when attending AWDs Apprenticeship Action Groups (AAGs).

### **How to use this resource**

The following exemplar action plan provides some suggestions for issues you might want to include in your action plan, based on your learnings from Mastering Communications with your apprentices and employers' course.

Your action plan will be a working document which you will want to add to and amend. It is, however, helpful to include some initial dates so that you can monitor your progress and amend it accordingly.

| Issues/ gaps identified                                                                                                                                       | Proposed actions I commit to undertaking following this course                                                                                                                                                                                                                                                                           | By whom                                                                                       | By when                                       | Status      |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------|-----------------------------------------------|-------------|
| In classroom delivery sessions tutors do not provide opportunities for apprentices to demonstrate an understanding of the knowledge delivered in that session | <ol style="list-style-type: none"> <li>1. Meet with tutors to work through and revise a session plan identifying opportunities to check understanding, including examples of how that understanding will be checked</li> <li>2. Task tutors with re-working all session plans</li> <li>3. Carry out walk-throughs with tutors</li> </ol> | <p>Quality Manager and all apprenticeship tutors</p> <p>All tutors</p> <p>Quality Manager</p> | <p>5/03/24</p> <p>9/04/24</p> <p>03/05/24</p> | Not Started |
| Review the national survey data (employer and apprentice feedback)                                                                                            | <ol style="list-style-type: none"> <li>1. Create a baseline measure for the communication criteria and agree on monitoring milestones</li> <li>2. Consider how you pick up and review feedback from employers and apprentices on communications – what don't you know?</li> </ol>                                                        | Quality Manager                                                                               | 15/03/24                                      | Not Started |
| Actions from the 'mind the gap' activity 1.                                                                                                                   | <ol style="list-style-type: none"> <li>1. Formalise the list of 'mind the gap'</li> <li>2. Share these gaps with relevant teams – including managers and delivery staff</li> <li>3. Agree on how to implement for identified gaps</li> <li>4. Agree on a milestone opportunity to analyse communication improvements</li> </ol>          | Head of Department (Business)                                                                 | 15/03/24                                      | Not Started |

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|----------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|----------|-------------|
| Actions from 'what could be better' in activity 2. | <ol style="list-style-type: none"> <li>1. Identify three aspects of the apprenticeship journey where there is an internal need for communication exchange</li> <li>2. Share thoughts with your team and management, proposing a standardisation activity to be held with recipients identified within step 1</li> <li>3. Agree on methods of implementation with identified gaps</li> <li>4. Agree on a milestone opportunity to analyse communication improvements</li> </ol> | Head of Department (Business) | 15/03/24 | Not Started |
| Actions from the 'challenge' activity 3.           | <ol style="list-style-type: none"> <li>1. Select a challenge from the suggestions within the workbook or one of your own to work on together</li> <li>2. Consider the challenge through the lens of the employer or apprentice</li> <li>3. Identify potential barriers to communication</li> <li>4. Troubleshoot solutions and consider internal and external communications</li> </ol>                                                                                        | Head of Department (Business) | 15/03/24 | Not Started |

# APPRENTICESHIP WORKFORCE DEVELOPMENT

DELIVERED BY



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