

Agility People Services Limited



*Developing your
business*

Agility People Services Ltd.,

Brunel House

Brunel Road,

Middlesbrough.

TS6 6JA

Telephone 01642 697690

Web Address www.agility.uk.com

AUDITS, REVIEW, UPDATES AND REVISIONS PAGE

Agility People Services Ltd., (Agility)
Brunel House,
Brunel Road,
Middlesbrough
TS6 6JA

Author: Carolyn Scotchbrook Director

Assessed or Reviewed: Carolyn Scotchbrook

Tel: 01642 697690

Email: c.scotchbrook@agility.uk.com

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Person: Carolyn Scotchbrook Director

Commitment of Service

Commitment statement to learners

Agility People Services believe in the learner, in their ability to achieve, it's all about the learner at (Agility). We have aspiration for them to achieve their ambitions for the future, their outcome in their chosen career, their aims and goals, their vision for themselves, family and friends. Agility People Services help learners and employees create their future, by helping learners explore who they are, where they are at, and where they want to go. We help them understand themselves and develop their self-awareness, to make their future plans, to take learning, career and self-development steps, from where they are presently to where they want to go.

Overview

Agility People Services Ltd (Agility) is a robust training center since 1999; it offers services of Training and Human Resource (HR) to customers. It is an Oxford and Cambridge RSA (OCR) centre (2003) offering national qualification and bespoke training Levels 1-6. We are registered UKRIP training company, we were a ESFA preferred training supplier (2011-20) we have had a ROATP Education Skills Funding Agency (ESFA), a Levi paying apprentice contract with ESFA (2020-2024), We have subcontract on Apprenticeships training (2011-2018) to 16-24 year old's and offer Work Based learning (2012-15) and worked on Work skills 19 plus (2017-19) both in the Tees Valley area for regulated and none regulated qualifications.

Agility has history and experience of offering Human Resources, Management Business, Administration, and Customer Services (plus other areas) courses, qualifications and has built a range of courses to build skills for business and learners. Agility network locally across the Tees Valley area working with Employers, local governments, communities, and learners. Agility offers employers a complete package of training, assessment and recruiting employees or a single part of this package. We work with employers to provide apprentices skills the business needs to develop. Agility has a successful track record, and good training resources.

Agility offers a range of nationally recognised qualifications.

Offering Frameworks and (Standards in process of acquiring approval)

Functional Skills English and Mathematics levels 1-2

National Qualifications, levels 1-6 training

National Qualification level Certificates and or Diplomas in Customer Service, Team Leadership, Management, Business and Administration, Advice and Guidance,

Bespoken courses,

Software packages of Management courses, Career Development, CEIAG, CLIAG, Human Resource courses, Excel, Word, Power Point, Outlook, Team Leadership courses, , Inductions, Health and Safety inductions, Information Technology, Data Protection, Equal Opportunities and diversity, Practical Telephone training, Health and Safety, and Business and Administration

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Selling Points

Tailor made courses to fit the business needs.

Key Strengths

OCR centre

We have over 26 years experience.

Trained and qualified teachers, assessors, Internal Verifiers, and staff. Staff are committed to learners development to raising the aspirations of learners, to raising the learners confidence, to wanting them to do well and rejoicing with them when learners do well.

We have excellent training facilities and training rooms which has computers in the room as well as desk space for learners. All the training delivered uses different training scopes, training methods, lesson plans, a range of unique training resources, computer room, designated Information Technical support on the premises and courses structured to learning outcomes and lesson plans with aims and objectives.

Statement of Service

Training of all learners and internal staff includes an individual learning plan and or a continuous professional development plan. They start with an individual confidential meeting and an initial assessment with qualified trainer or Assessor or Human Resource Manager (HR), then inductions are planned and completed.

Learners are offered national qualifications in form of diplomas levels 2-6 in Management, Career Development, CEIAG, CLIAG, Human Resource courses, Team Teading, Information Technology, Customer Service, Business Administration, and all are offered functional skills in Information Technology, English and Mathematics.

Agility offer Basic skills Builder (BKSB) in the form of an initial assessment, scope of the qualification, and builder of identifying gaps offering training in the gaps needs. Agility have a training resources and documents on our server and using on line services such as OCR prcise test, BBC Builders for English, Mathematics and Information Technology.

Agility staff are well qualified with qualifications and Continuous Professional Deveopment (CPD) in place of Trainers, Assessors, HR to deliver level 1-5 in Business Administration, Team Leadership, Management, Advice and Guidance. They have both the qualification to assess in 'Assessing vocational qualifications' the knowledge and the qualification in their specialised area, and the experience of the work area.

Agility staff have a CPD plan for 3-5 years and keep a CPD folder to keep records of training delivery, reflections, good practises, CV, qualificaitons, standardisations,

trainers evaluations. All have a Disclosure and Barring Service (DBS) check and are registered with Society for Education and Training (SET).

Training details course details and information in the first instance are offered in the recruitment of employees or learners usually through emails. Then course information, training plans and course details are supplied in one to one meetings and the Individual training plan. Depending on requirements and initial assessment a schedule training dates are sent out and then training plans is either emailed or given verbally, which include venue, times, dates, and other relevant information. When learners first start details of training courses where discussed on the one to one meetings, backed up with emails to both the learner and the employer.

Service Delivery

In our Individual Learning Plan we offer the following service delivery

Career Plan or Continuous Professional Development Plan

We look at the learners history of employment, qualifications, training, and past learning and construct the next steps.

One to one meeting with learners

Learner has a one to one individual confidential meeting with an Agility qualified trainor or Assessor or Human Resource Manager (HR). In the meeting course requirements are identified and in some instances help with CV is constructed and interviews with employers are made.

Initial Assessment

Learners have a one to one individual confidential meeting with an Agility qualified trainor or Assessor or Human Resource Manager (HR). Agility has an initial assessment form for recording all learners information. In the meeting the 'Assessor' and the learner discuss the apprentices aspirations of qualification and level. The 'Assessor' records information required for contract of personal information, and learners aspirations of now and in the future, employment history. The 'Assessor' examines the learners history of employment, qualifications, training, and past learning to judge and ensure that the courses we offer are the correct course for learners career plan or Continuous Professional Development Plan. The qualification is recorded and is the results of the Agility offer Basic skills Builder (BKSb) test. It is usually at this stage the apprentice has the BKSb test if required for English, Mathematics and Information Technology.

Induction (long courses)

Agility learners and staff are given an induction and a copy of our induction package for their portfolio which includes how to complain to us and OCR. Induction includes qualification and assessment process, information about Agility services, and premises, health and safety information, Advice, Information and Guidance, Equal Opportunities and Prevent information, Ground rules, and Grievance and Discipline procedure. Each learner on a National Recognised qualification receives an induction handbook which sets out terms and conditions and who they can complain to Carolyn

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Scotchbrook, or Gavin Scotchbrook or Simon Scotchbrook or externally to OCR with its address. Complaints are responded to within 24 hours, actioned within 48 hours, coordinated the organisational life of the complaint, close the complaint down within 21 days or unresolved, the tangible life of the complaint.

Training Course

Agility have a course catalogue, and course details and lesson plans for all training delivered. Long courses have a training scope, training scheme of work, training plan and training specification. We also make good use of OCR Centre hand books for qualifications and learners. These are offered to any employer and learner that shows an interest in any of the qualifications. The Individual Learning Plan (ILP) records and constructs training qualifications and training courses that the apprentice is due to complete. The new learning is set out in a timed framework to complete training, learning, skills and qualifications.

Contact Details

Contact details are offered on courses details, emails, in inductions of Carolyn Scotchbrook. Staff have all service information, support or AIG, advice regarding course details or other courses.

Evaluations and Feedback

Agility welcome feedback through 'Training Evaluations', employers questionnaires, employee questionnaires, learners questionnaires, where we value responses and acted on feedback we are given to improve our service.

On the learning journey

We send out questionnaires to learners and employers for feedback for compliments, to hear the learners/employers voice of any enquiries, problems, complaints, compliments.

Compliments usually come through indirectly in feedback when a learner has enjoyed a course, which sometime reinforces we are using the correct training method. These are usually share in meetings verbally and brighten up the meeting and we do not look to change that training method for that course.

Problems are various from attracting external customers to what intuitive training method to use. All are aired out in training meetings or working through the problem with trial, error, testing and re setting.

We have a designated manned email address for learners and employers to contact us.

We contact employers through telephone calls, on a weekly bases to find out if any training additional is needed or different training is required. We do this to ensure that apprentice sustain their employment and have skills to sustain their employment.

Confidentiality

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We treat all learners, staff and enquiries to the centre and any information we receive in complete confidence and we do not pass this or information on to third parties without the learners or employers permission.

Mid Evaluation

We set a mid period in learners development and evaluate whether they will reach their destination.

End of the Training interview and next steps

At the end of first training we conduct an end of the training interview and ask the following questions on continuous professional development:

Learners exit questions

1. Have you got any training planned or would you like to plan some training?
2. Would you be interested in further training from Agility or another provider?

We facilitate any referrals, or answer all questions.

All enquiries for training are answered through an initial telephone call and then if required or requested course details with costs, time scales and learning details are sent out.

Competence, experience and qualifications of staff.

Competence, national qualifications for running a national qualifications centre.

Carolyn Scotchbrook Director, worked with employees and learners in inductions/HR and national qualifications for over 26 years to level 6. Has a DBS check. PGCE Diploma, Preparing to Teach in the Lifelong Learning Sector (PTLLS), Careers Advice Information and Guidance Level 6, AIG level 4, BA degree (Hons) in Humanities 730 C & G Teacher/Trainer, Assessor D 32& D33, Internal Verifier D34, and Diploma in Personnel Management.

Gavin Scotchbrook is an assessor in the areas of Customer Service, Business Management, NRASWA, with suitable level of experience and general qualifications to levels 3 & 4 for national qualifications, and presently studying on his degree.

Simon Scotchbrook is an assessor in the areas of Business start ups, Business Management, Customer Service, NRASWA, with suitable level of experience and general qualifications to Masters in Business Management level for national qualifications, and presently studying on his DBA.

The learning centre can provide:

- a one-to-one interview with employees to discuss your information, advice and/or guidance (IAG) and career needs
- information on the learning opportunities in the centre
- information on accessing courses provided by any companies we work with
- Assessments of National qualifications
- Internal Verification of National qualifications

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- Training courses and national qualifications in Management, Human Resources, Sales, Business Administration, Customer Services, Information Technology, Team Leadership, Functional Skills Levels 1-2 English, Mathematics and Information Technology
- Secure OCR tests centre fo Functional Skills Levels 1-2 Englilsh, Mathematics and Information Technology and Employability skills.
- Information about any codes of practice we use, including the principles for coherence established by the National IAG Board, and how people using the service can obtain copies.