

Date: 6<sup>th</sup> August 2018

Dear Sirs,

McArthur Dean have supported NELC apprenticeships since the implementation of the new apprenticeship levy in Business Administration, Team Leading and Management. From the initial engagement I have found them to be supportive and adaptable to meet the authority's needs, working with us to ensure delivery is bespoke and meets the requirements of the authority in its delivery.

The Business Admin apprenticeships we have with McArthur Dean have been supported in weekly classroom sessions and kept on target, delivery of this programme has been adapted to meet learner needs and ensure they are engaged in the process and gaining the most from their studies. Management and Team leading qualifications have been delivered to meet NELC needs in a monthly classroom session and in house assessments, with an understanding of learner needs in a variety of work settings. From the outset communication is effective and timely between myself and the learners, also including their mentor/ line manager to ensure all are on board and know what is happening and expectations.

Support is given to overcome challenges such as learners anxieties on initial assessment and in house assessments, to support progress. When we have encountered any issues such as learners disengaging or clarity needed this has been actioned in a timely manner and information shared appropriately and matters resolved. An example of this being more comprehensive feedback needed for Management quals- McArthur Dean have implemented a feedback sheet to ensure feedback is constructive and aids the development of the apprentice.

In general apprenticeship guidance McArthur Dean have sought information and provided guidance on qualifications and processes to support the authority and is always ready to help in a friendly manner.

Yours faithfully,

Signed for and on behalf of North East Lincolnshire County Council

Name: Helen Jagger

Signature:



Date: 6/8/18