

# rhino



training

**A Partnership for Growth**



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# Rhino Training

**The head office of Rhino is based in Glasgow but it is one of the few truly national training providers, with locations throughout the country. It specialises in the delivery of vocational qualifications and can draw on the experience of some twenty years in the training industry.**

Rhino's mission is to become the best, the largest and the most successful training company in the UK. It shall achieve this by applying the highest possible standards of quality and customer service. It shall at all times endeavour to meet the needs of its customers by engaging in a positive and helpful approach, applying the values of team spirit and cooperation at all times.

In order to deliver our pledge to you we shall utilise our previous experience in securing, administering and operating major National Employers Service (NES) contracts across a variety of different sectors. We understand that the requirements of the NES even before the operational phase of the contract begins are challenging and burdensome. **That is why our role starts now.**

We have the knowledge and resources needed to enable the process to be as easy and efficient as possible.

Rhino's strength lies in its ability to bring several different services together in order to give the client maximum efficiency and to simplify their involvement. The challenge from a training perspective is that a wide variety of vocational qualifications need to be delivered across a great many different situations and environments. Rhino shall call upon a team of experienced and expert assessors together with partners in the further education network to ensure that you can rely upon an unparalleled training and assessment service regardless of the candidate's job or location.

## Contracting With the National Employer Service (NES)

The National Employer Service is a part of the Learning & Skills Council, which deals with national and major employers. It aims to provide support for 'Part' of the costs of training employees. Larger employers are expected to make a 'Contribution' to the cost of training be it by way of time, resources, premises or financial contribution.

The contracting process is generally straightforward, a three stage process which Rhino's Contract Manager's and our specialist will help your organisation with. Our close and ongoing links with the National Employer Service mean that we can ensure a smooth and timely application to apply for appropriate funding.

The process involves the employer holding the 'Contract', this means that you contract with the National Employer Service. Ultimately a contract may be awarded based on a forecast or profile of intended learning and numbers of learners. The value of the contract will be determined by a number of factors including the profile, the training provider's ability to deliver outcomes, the financial viability of your organisation and the commitment to training & development generally from the Board down through management.

Rhino will work with you to take you through this process starting from your initial letter of interest, profile preparation of learners, qualification levels and programme types to conclusion, including drafting sample or actual documents for application for you to consider, amend or approve to support your application. We will provide a 'One Stop Shop' for the programme.

A series of meetings with the National Contract Service representative and the training provider to ensure that the application is bona-fide, that there is clear evidence of commitment from the Board and that the training provider is competent, professional and has a history of delivery and performance.

We already have that evidence based on our past performance, which is available for your inspection and we work closely with the CITB Construction Skills delivering both training programmes and claims management to access additional funding to support learning. We are registered with a number of awarding bodies to deliver their qualifications including City & Guilds, Awards UK and Edexcel and have direct claims status with them. These organisations are also involved with the management of the quality of our training delivery.

# The Principles of Funding

The principles of funding are:

- To ensure that any funding entitlement follows the learner,
- Funding reflects a 'fair' rate for the provision
- Funding reflect government priorities
- The process is auditable.

It is the learner that attracts the funding and not the employer as such there are several different streams of funding which have their own set of criteria, ensuring that employees are eligible to be funded at the appropriate rate for their learning needs. This is a task that Rhino undertake on your behalf with each employee before commencement on to a training programme during which funding eligibility is identified.

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# Requirements of the Employer

It is a requirement of the Learning & Skills Council that you meet a number of criteria, which you will be asked to evidence in the application process. This will include copies of the companies last three years audited accounts, evidence of a Health & Safety policy and data including training records as well as undergoing a Health & Safety audit.

You will also have to show that you have a robust and professional quality process in place for managing such a programme as well as reasonable and sufficient resources to administer, monitor, review and manage the contract effectively.

National Vocational Qualifications (NVQ's) should only be one part of your organisations overall training strategy, you will also have to demonstrate that you plan Training & Development at all levels in an annual Training Plan and confirm the annual budget for training within the organisation which confirms the organisations commitment to training and employee development.

Rhino can take some of this burden from you and help your organisation through this process and 'Obstacle Course', which at times can be quite daunting. By working with your project team you retain control and we provide the support As well as producing the necessary documents in order to support your claim and provide the resource to back up the administration process for you, our service includes the administrative support to manage the complete process from application to you drawing down the funding.

## Sub-Contracting Provision

Whilst the 'Employer' holds the contract, it is permissible for the 'Employer' to sub-contract all or part of the management and delivery of the contract to us, taking away some of the day to day administrative requirements without taking away overall control of the process. It is not usual to sub-contract to more than one training company as the audit process becomes complicated and difficult to manage.

You also are ultimately responsible for the 'Quality' of provision however as we also have our own independent Quality function, this assists you in maintaining the standards of training delivery.

A legally binding sub-contract agreement has to be in place between your organisation and setting out the contractual requirements. We use a standardised contract which can serve as a basis for consideration and be amended as agreeable.

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## Types of Programmes

There are a number of programmes which the Learning & Skills Council operate aimed at different groups of people. There is a 16-24 year old Apprenticeship programme, a 25 year old + Programme which deals with the delivery of single or multiple NVQ's without the rest of the framework (This includes key skills and a Technical Certificate) and a new Adult Apprenticeship which does include the latter and which is currently on a pilot programme.

In many cases the need for the industry is simply an NVQ in the appropriate occupational skill together with the card to meet both your legal requirements as the employer or those of sub-contractors undertaking works for your organisation.

There is also provision currently for level 3 training for appropriate individuals operating at a supervisory level within the Train to Gain funding stream (T2G).

Rhino can also provide your employees with additional learning support. An initial assessment is undertaken to identify any learning difficulties employees may have, such as literacy and numeracy. Any additional learning evidence gathering methods will be adopted to ensure inclusion of all learners as well as support in getting additional basic skills assistance if the learner wished to access this.

Additionally, Rhino deliver a wide range of short courses, legal, statutory and mandatory courses which can interlink with the NVQ to provide a fully competent and compliant workforce.

## Eligibility

Not every employee will be eligible for funding from the National Employer Service contracts. There are certain circumstances such as residency, Provision of a current full National Insurance Number, Previous qualifications which are higher than a level 2 NVQ which may exclude employees from attracting the funding to undertake training. Provision for these learners should be clearly set out and evidenced to the Learning & Skills Council.

Rhino will undertake the gathering of information to satisfy them and you that learners deemed fundable do meet the necessary criteria hence

preventing over payment and refunds being sought from the Learning & Skills Council. Those learners who are fundable will attract funding which is paid to the maximum amount in stages. These are at the sign up and induction stage and on completion. If an employee does not complete the training for any reason, then only the start and induction funding will be paid.

Where funding is not available for a candidate through the NES Prospects shall endeavour to access funding by other means.

## Documentation

As funding from the Learning & Skills Council originates from the Treasury and is deemed to be from the 'Public Purse' there must be an audit trail. There are a number of documents which are required to evidence the eligibility, training needs, training, assessment, attendance, review processes and more. We manage this to ensure that every document that is necessary is obtained, completed and duly signed to meet the audit requirements of the Learning & Skills Council audit process and any external audit requirement.

Additionally, in order to process learners and draw down funding, a programme is required to interface with the Learning & Skills Councils Information Technology. All learners are input on to this system and this produces both a series of reports to assist with Contract Management as well as providing the basis for claims to be paid. The rates for training will be confirmed by the Learning & Skills Council at the application process stage.

It is advised that a pilot programme is requested in the first instance with a full roll out programme forecast to demonstrate achievement and management of the programme in the early stages. A series of workshops have to be attended by the employer's representatives prior to the application being forwarded for consideration to the Learning & Skills Council Board.

The learning & Skills Council are keen to engage with national employers and gain feedback from the effects of funding, how they have added value to the business and if appropriate how employers have re-directed funds to support other learners who would not normally have had an opportunity to undertake additional training but the NES funding has been a catalyst for this change in an organisation's employee's development programme.

## On Approval of Contract

Confirmation of a successful bid will identify the value of a contract and the duration. This may be the remainder of a funding year or a full year, spanning two contract periods. Success in one year does not automatically guarantee subsequent years funding, neither does it guarantee the amount of money which could be allocated to an organisation. The bidding process has to be undertaken each year. If successful in the initial bidding process, additional provision will be based on performance, ability to manage the contract and achievement of outcomes with nominal or low leaver rates.

It must be understood that if a National Employer Service Contract is awarded Poor contract management may result in a lower subsequent contract or a contract withdrawal notice being issued to the employer.

The formulated 'Profile' which shows the intended training to be undertaken forms a part of the contract agreement, this also has itself be managed. Monthly management of progress and under performance has to be monitored and where necessary a re-profiling exercise has to be undertaken to increase or decrease by agreement, the contract which supersedes the previous one.

Delivery and outcomes need to be managed to ensure timely claims are processed to maximise the drawing down of funding against the contract itself. This process is available from Rhino and monthly reports are produced to balance provision and claims.

The amendment of funding or access to additional or new funding streams can also be provided by Rhino in conjunction with your project team.

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## On Going Support

With yourselves, our team of dedicated workers will help you manage the process, work with your managers to ensure effective communications, accurate and concise data as well as maximising funding. We will assist you in putting in to place the necessary means to deliver the required management data which will support all Contract Management needs and audit requirements in a flexible and pro-active manner to meet the needs of the organisation, management and the employees.

## What We Shall Do For you

Given the extensive requirements of the NES it is Rhino's intention to take the burden away from Any employer and to make the whole process as simple and efficient as possible. At the same time we recognise that information and control are paramount if we are to ensure that the auditory requirements are adhered to. To that end we shall ensure that you have complete access to our management data base.

Our experience tells us that there are certain undertakings to which we must commit if we are to meet the skills pledge:

- **Administration.** We shall put in place an administration team before the contract is awarded in order to ensure that all necessary procedures and systems are put in place. This team shall be headed by a senior manager with significant experience of operating large contracts. This team shall liaise between the NES and yourselves and provide you with ongoing information and control, at the same time removing the enormous administrative burden. This team shall, subject to your approval remain in place throughout the duration of the contract. This approach to NES contracting shall give you maximum information and control, but minimise the need to use your resources in areas away from your core activities.
- **Operations.** After the commencement of the contract we shall put in place an extensive and dedicated team of assessors with several years of industry experience to facilitate the operational phase of the contract. Due to the size and diversity a large number of assessors could work with you on an ongoing basis. These assessors must be experts in the industry that they are assessing and qualified as assessors under the various awarding bodies with whom we shall be working. Rhino have access to assessors across the required competencies and shall manage the delivery and the extensive quality assurance requirements of these awarding bodies.
- **Delivery.** We shall liaise with the Human Resources departments of the various companies to ensure that the contract is delivered in the order and within the timescales that best meet the needs of each employee. Due to the large volume of candidates who shall be undertaking level 2 vocational qualifications it is essential that these are delivered in a highly organised and controlled manner. At the same time, some areas of your business may have more pressing requirements than others. It is important therefore that the delivery is rolled out in a planned and constructive way. Rhino shall agree the order and rate of delivery with you and the NES to ensure that all contractual requirements are met.

## What We Shall Do For you continued

- **Information.** Many candidates shall be engaged in numerous different qualifications at any given time throughout the contract. The funding cannot be drawn down unless the proper information on each and every candidate is supplied to the NES in the proper format and within the prescribed timescales. It is absolutely vital that the delivery is correctly recorded, stored and transferred to those who need it. In order to fulfill this obligation Rhino has its own bespoke management system based on "Profiler".  
This system is fully compliant with the requirements of the various funding and awarding bodies and shall ensure that we have auditory and operational control at all times. Each employer shall be given full access to "Profiler" with regard to their own candidates. Therefore at any time during the contract you shall be able to track the progress of each and every candidate all the way through their qualification.
- **Quality and Audit.** The Government, through the NES, shall fund the first level 2 vocational qualification of every employee.  
This statement stands true only if the delivery meets with the quality and auditory requirements of the NES **and** the various awarding bodies. Rhino have over the past few years developed a quality team who are well versed in the rules and regulations of these bodies. We shall ensure that all qualifications are delivered and verified within the approved standards. We shall take responsibility for all records and paperwork to ensure that NES claims meet the requirements of audit. We have several years experience in dealing with these requirements and shall take all steps necessary to ensure that the highest standards of quality are achieved every step of the way. Our quality team shall be present before, during and after the auditory inspections.

## Costs and Added Value

We are on the threshold an exciting and unique opportunity for UK industry. Thanks to a commitment by the Government all employees can achieve their first level 2 vocational qualification at no cost to the company. The funding received from the NES shall cover all administration, management, assessment and quality assurance costs that Rhino shall incur throughout the duration of the contract. The NES shall contract directly with each business who shall in turn contract with Rhino in a manner which reflects the NES contract.

The NES contract covers only the first level 2 qualification. There are a variety of ways whereby additional funding may be attracted for these and for other qualifications. Through our knowledge and experience we shall gain access to other funding streams in order to give added value to our relationship. We commit to help each business to access all available funding streams. This endeavour shall assist you to access additional monies over and above what is received from the NES that may be used to further develop the business.

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## Outcome

The common goal of Rhino Training is in the first instance to successfully deliver upon the commitment made in the skills pledge. That in itself is a challenging and honourable target. We believe however that our target for you is much higher.

There is an opportunity to take advantage of the current Government commitment and to raise the bar beyond any other company in your sector.

Each business has the opportunity to move clearly ahead and to be seen internationally as the leading employer in the industry. By taking advantage of the skills, experience, knowledge and in particular the added value that we can bring to the table, We can create a culture of learning, development and growth that shall last for the next decade and beyond.



