

Educ8tions Ltd.



Stakeholder Engagement Strategy
(SES)
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Change Mechanism

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Educ8tions Limited

Developing People for Sustainable Careers

67-68 Hatton Garden, London EC1N 8JY

Website: www.globaleduc8tions.org

1. Educ8tion's Ltd stakeholder engagement strategy aims to ensure that:
 - 1) We seek the engagement of stakeholders as a vehicle for improvement.
 - 2) Stakeholders receive clear, coherent and consistent messages.
 - 3) Educ8tions makes effective use of people's time in seeking their views, involving them in decisions and sharing relevant information.
 - 4) Educ8tions is able to make use, at a strategic level, of information, opinions and feedback gained from engaging with stakeholders.

2. The strategy explains:
 - 1) Educ8tions main stakeholder groups
 - 2) The purposes and principles of engagement
 - 3) Our consultation promise

Educ8tions Stakeholders

3. A stakeholder is any group or individual who could affect, or be affected by our work.
4. Educ8tions has a varied range of stakeholders, namely, young people, adults, carers, employers, volunteers, partners, staff, Trustees and, members of the local community.
5. Educ8tions is committed to engaging with all of these groups using a variety of methods and strategies. A tailored approach will be adopted to ensure that we are able to reach as many people as possible. The methods used to engage with stakeholders will be adapted to suit their needs as much as possible given available resources.

Valuing Difference and Diversity

6. Educ8tions values difference and diversity in all its work. In the groups that we strategically engage with there are some individuals who are vulnerable, hard to reach individuals. We will reflect on the best ways of communicating with them so that their needs can be met. We will consider the use of plain language, easy read and audio visual options as appropriate.

The Purposes of Engagement

7. Educ8tions engagement activities support the implementation and delivery of our services and increase our effectiveness as an education and training provider.

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**INVESTORS
IN PEOPLE**

Bronze





Purposes of Engagement

- a. Stakeholder engagement aims to help us make our overall strategy and performance more effective.

This will be achieved through consulting with stakeholders about what in their view constitutes an effective educational and training provider. We will collect information from stakeholders and analyse the findings to help assess our success, report on the impact we are having as a business and use the information to inform our strategic planning and priority setting.

- b. Stakeholder engagement should shape policies and procedures

We will do this by seeking participation from our stakeholders when we review our policies and procedures. We will aim to highlight ways to improve as a company, and use engagement as a tool for making changes where necessary. We will work with stakeholders to develop a procedure which will help us to engage with them productively.

- c. Stakeholder engagement should inform effective practice and planning. This will be achieved through engaging with stakeholders at regular intervals.

Principles of Engagement

8. Engagement Activity will :-

- 1) Be proportionate both for the group being consulted and to the purpose of the engagement.
- 2) Be open, transparent and focused with our stakeholders, explaining clearly how their views will be used and what influence they may have.
- 3) Ensure no group has undue influence or access, but that engagement is tailored to the commitments and interests of the audience.
- 4) Be accountable, and cost effective, using the necessary resources and time to make a difference, and to properly evaluate findings

Levels of Engagement

9. Educ8tions will engage with stakeholders at an appropriate level, in appropriate ways and at appropriate times. This will be dictated by what the aims of engagement are, and what we are trying to achieve as a partnership (Educ8tions and its stakeholders.) Engagement will operate at a number of different levels.



Information– Together information about Educ8tions, including information about how stakeholders can engage with Educ8tions. To give stakeholders information about the reasons for and the benefits of engagement.

Involvement– Engaging stakeholders in becoming part of the solution by listening to their views and supporting them to bring about change and improvement.

10. Educ8tions will be transparent with stakeholders about what we want to achieve, and how information given to us will be used, and by whom.

Engagement with Stakeholders – Our Promises

11. Educ8tions will:

- 1) Use engagement to become more effective, to shape our policies and procedures, and to inform future work and services.
- 2) Provide clear information and make all engagements accessible to all.
- 3) Provide a clear purpose for each consultation and give people sufficient time to respond.
- 4) Use a variety of methods– dependent upon the audience.
- 5) Give feedback and clear explanation as to how the engagement process has influenced any outcomes.
- 6) Make consultations public to all stakeholders.
- 7) Keep accurate records and monitor the effectiveness of our engagement with stakeholders.

Consultation Approaches

Learners:

- 1) Anonymous questionnaires
- 2) Online surveys
- 3) Confidential face to face discussions
- 4) Learner Forum discussions
- 5) Classroom discussions
- 6) Suggestion box
- 7) Focus

Groups and Parents/Carers

- 1) Anonymous questionnaires
- 2) Quick and easy to use paper and online surveys
- 3) Confidential 1:1 discussions
- 4) Face to face discussions
- 5) Focus groups





Employers

- 1) Framework for Excellence online surveys
- 2) Feedback whilst visiting employer premises
- 3) End of service delivery
- 4) Employer engagement events

Staff

- 1) Anonymous climate surveys
- 2) Confidential 1:1 discussions
- 3) Discussions via supervision and appraisal
- 4) Annual health and wellbeing audits for staff

Feedback collected on themes:

Target Participants on feedback	How feedback is collected	Responsible for data analysis and feedback to Liaise	1	2	3	4	5	6	7	8
90% of attendees	Paper survey - see process	RD	n	n	n	y	n	n	n	y
85% of learners present at time of survey	Paper survey - see process	RD	y	y	y	y	n	y	y	y
100% of those in attendance at that observation session	summary as part of observation report	Quality Manager	n	n	y	n	y	y	n	y
n/a	comment book	Business Services Manager	y	n	y	y	n	y	y	y
85% of identified reps	notes from meetings	RD	y	y	y	y	y	y	y	y
60% of attendees	feedback form	RD	n	n	y	y	n	n	n	y
40% of external partners	external feedback form	RD	y	y	n	y	n	y	n	y



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N/A	posters/learner forum	RD	y	n	y	y	y	y	n	n
85% of learners present at time of survey	Paper survey - see process	RD	n	n	n	n	y	y	n	y

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- Suggestionboxes– allyearround,suggestions to be taken to the school council once per fortnight

1. Who undertakes this engagement with stakeholders?

One, some or all of the following:

- 1) Leadership & Management Team
- 2) Board of Trustees (safeguarding specifically)
- 3) Liaise group
- 4) Tutors
- 5) Learner Forum/course representatives

3. What resources are required?

- 1) Easyread software – e.g. survey monkey
- 2) Staff time for coordination and feedback

4. How do we know we are reaching the right people?

- 1) By scrutinising the information we receive
- 2) By using sample groups, that take into account ethnicity, age, gender of their child / children in college if relevant
- 3) Use of a number of methods to reach stakeholders

5. How is the information collected used to improve our services?

Discussions about the information collected is undertaken by the Liaise Group and reported to the Leadership & Management Team as the information is collected. The views of stakeholders are taken into consideration when decisions are being made at a strategic level.

6. How do we feed back to stakeholders?

At regular intervals:

- 1) Via the website
- 2) Sending letters to stakeholders
- 3) Noticeboards
- 4) Via Course Representatives
- 5) Newsletters and bulletins
- 6) During meetings and consultations with stakeholders

The College remains committed to improvement of service delivery and collaborative ways of working to deliver services with the widest reach and impact.