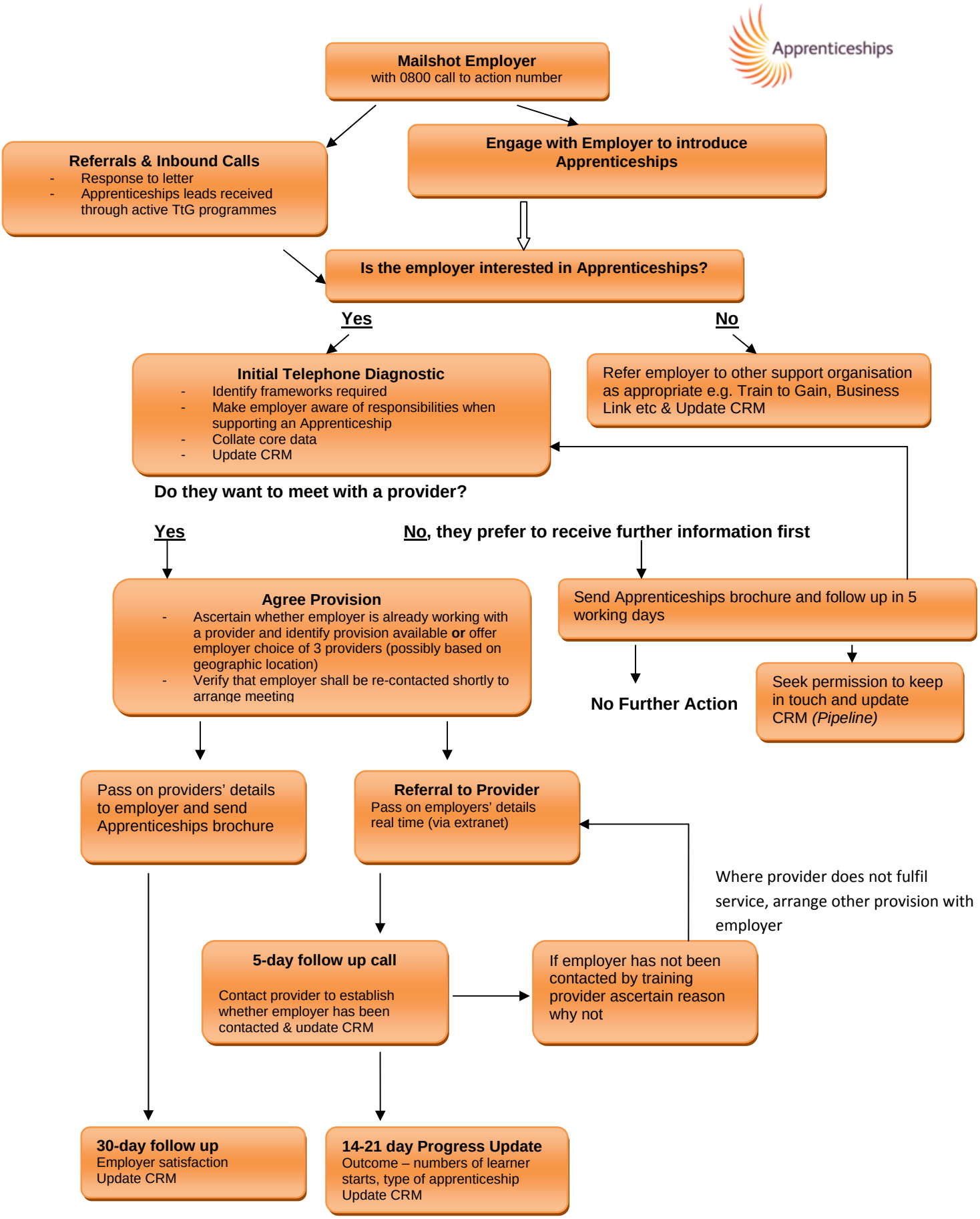
Apprenticeships
Mailshot Employer
with 0800 call to action number
Referrals & Inbound Calls
- Response to letter
- Apprenticeships leads received through active TtG programmes
Engage with Employer to introduce Apprenticeships
Is the employer interested in Apprenticeships?
Yes
No
Initial Telephone Diagnostic
- Identify frameworks required
- Make employer aware of responsibilities when supporting an Apprenticeship
- Collate core data
- Update CRM
Refer employer to other support organisation as appropriate e.g. Train to Gain, Business Link etc & Update CRM
Do they want to meet with a provider?
Yes
No, they prefer to receive further information first
Agree Provision
- Ascertain whether employer is already working with a provider and identify provision available or offer employer choice of 3 providers (possibly based on geographic location)
- Verify that employer shall be re-contacted shortly to arrange meeting
Send Apprenticeships brochure and follow up in 5 working days
No Further Action
Seek permission to keep in touch and update CRM (Pipeline)
Pass on providers' details to employer and send Apprenticeships brochure
Referral to Provider
Pass on employers' details real time (via extranet)
Where provider does not fulfil service, arrange other provision with employer
5-day follow up call
Contact provider to establish whether employer has been contacted & update CRM
If employer has not been contacted by training provider ascertain reason why not
30-day follow up
Employer satisfaction
Update CRM
14-21 day Progress Update
Outcome – numbers of learner starts, type of apprenticeship
Update CRM