



Mission Statement

Our mission statement is owned by our Director and has been created in collaboration with senior management, delivery staff, apprentices, employers, and awarding organisations to ensure an informed and shared understanding of James Education's vision and expectations for apprenticeship training.

Our vision

We are committed to maintaining our status as a leading and trusted provider of apprenticeship training to apprentices, employers, and awarding organisations. We aim to foster a culture of continuous improvement, encouraging input from all stakeholders to ensure we deliver tailored, high-quality provision that responds to individual needs and secures the best outcomes for apprentices. Our vision is underpinned by our core values, including:

- **Leadership:** Senior Management demonstrate effective leadership across apprenticeship provision to ensure a common understanding of expectations and associated roles and responsibilities.
- **Integrity:** All staff, apprentices, and employers must act in accordance with our ethical principles to foster and maintain an inclusive, welcoming, and productive learning environment.
- **Innovation:** We encourage innovative and creative ideas amongst our staff and apprentices to continuously develop optimal ways of meeting apprentice needs and delivering high-quality training.
- **Communication:** We promote clear and effective communication between staff, apprentices, employers, and awarding organisations. This ensures an open, honest, and productive learning environment, in which stakeholders feel empowered to raise concerns, discuss progress, and highlight areas for improvement.
- **Quality:** Central to our approach is to continue to deliver high-quality apprenticeship provision, including suitably qualified and experienced staff, utilising industry standard equipment and facilities, and applying proven teaching methods to equip apprentices with the skills, behaviours, and knowledge they need. Our expectations for quality and high standards are detailed below.



Our expectations for quality and high standards

Our expectations for quality and high standards have been approved by our Senior Management Team and clearly communicated to delivery staff, apprentices, and employers. Successful performance against our expectations maintains our status as a C&G good training & assessment centre and accredited Matrix standard for quality.

This includes:

- Apprenticeship provision to be delivered by suitably qualified, highly skilled, and experienced delivery staff, supported by regular CPD, standardisation meetings, and refresher training to capture industry updates.
- Applying flexible delivery methods to respond directly to apprentice and employer needs, including classroom sessions, online learning, and 1:1 delivery.
- Incorporating tailored course content, informed by organisational and training needs assessments, to ensure provision respond to individual needs and job roles.
- Contextualising learning to ensure the apprentice can apply their newly acquired skills, behaviours, and knowledge as part of their job role.
- Utilising interactive learning materials and responsive teaching techniques to support engagement and completion.
- Delivering provision from Equality Act compliant delivery sites, fitted with industry standard facilities and equipment.
- Ensuring robust, ongoing support is in place for apprentices with additional learning needs (e.g., SEND).
- Empowering apprentices to take ownership of their learning by jointly establishing individual learning plans, encouraging meaningful contributions to progress reviews, and setting challenging yet achievable learning targets.
- Maintaining an open and transparent complaints and concerns procedure, with clear reporting lines to ensure these are addressed and resolved in a timely manner.
- Implementing robust quality assurance measures to drive continuous improvement across apprenticeship provision, including acting on stakeholder feedback, observations of teaching and learning, performance reviews, and updating our live Quality Improvement Plan.
- Capturing and integrating best practice and industry updates via information sharing across our partner network, membership of professional bodies, and attendance at industry events.
- Closely monitoring performance against our target of 100% in key metrics, including achievement, completion, and apprentice / employer satisfaction rates, and benchmarking performance against national averages to identify areas for improvement.

Dated: 28/01/2022

Sarah James
Managing Director