

## Serco Education Remote Delivery Statement

When the first announcement of COVID-19 was reported to us all during 2020, none of us were fully aware of the impact that it would have on our personal and professional lives.

At Serco Education, we want to do everything that we can to ensure that your learning experience is positive and that you remain confident in your studies while continuing to work from home or the workplace. This document explains our remote delivery processes alongside key websites or contact names and numbers that may be of benefit.

Please see the headings below for information and guidance regarding our remote delivery for our school-based apprenticeships:

### Online Sessions replacing face to face workshops.

Due to the pandemic all face to face activities including workshops and coaching sessions are now offered remotely and delivered via Webex, Teams, Skype etc. Apprentices are notified of the dates of these online sessions at least two months in advance. All sessions are recorded to allow apprentices the opportunity to revisit the sessions as they study their unit/module.

We will review the possibility of returning to face to face workshops regularly taking account of Government guidance and will notify apprentices as soon as we are able to return to workshop delivery.

Materials will continue to be updated each term to recognise the changes in legislation etc due to Covid-19 and apprentices will be notified of any additional or changed materials within their unit/module at the time they are uploaded.

### Assessment Arrangements

At the beginning of each unit/module, apprentices are provided with key dates to submit assessment activities. In many cases these have been extended to recognise the impact that Covid-19 is having on our school-based apprentices. We will continue to review dates and notify apprentices of any changes as quickly as possible.

Apprentices will continue to submit their assessments electronically for marking. Marksheets will be sent to the apprentice showing the result of their submission alongside detailed feedback.

### Expectations of Apprentices

We appreciate that our apprentices are busy people who have had their workloads increased hugely due to Covid-19. Despite this, most apprentices have elected to continue their studies while taking on additional responsibilities within their school/academy.

There are certain expectations of apprentices who continue their studies and we monitor these to ensure the wellbeing of our apprentices as well as to ensure that they are continuing their studies in a timely manner and have the appropriate support to do so.

Our back-office apprenticeship teams review apprentices' access to the online learning systems including forums and eAssessor (where portfolios are held) weekly. Registers are also maintained for online sessions including coaching sessions. We also expect apprentices to maintain regular contact with their tutor and coach.

Should an apprentice need to take a short break in learning for whatever reason, please ensure that your coach is contacted (or the apprenticeship team) so that we are aware of any issues as soon

as possible (at the latest this should be within 5 days of any issue arising). We will do our best to support you with your apprenticeship.

Apprentices are given an apprenticeship schedule at the beginning of their studies. The details of each unit/module are sent to them again at the beginning of each new unit/module. The schedule includes dates of the online session(s), assessment submission date(s) and the date that results will be shared with the apprentice.

If any of these dates are a cause for concern, please ensure that you speak to the apprenticeship team. Coach session dates are agreed with the apprentice on an individual basis at the beginning of each unit/module. If you are unable to attend a coach session, please ensure that you give your coach as much notice as possible but at least two days' notice. It is your responsibility to agree a new date for a replacement coach session.

### Support for apprentices' students without devices, connectivity or a suitable environment for learning

All our apprenticeships require the learner to have access to a pc or laptop with internet connections. If you do not have access because you are working from home, or if you do not have a suitable environment for learning, please speak to your line manager in the first instance. If your employer is unable to provide you with suitable access and support, then please contact the apprenticeship team and we will seek to identify alternative support.

Should you have an issue with accessing the online learning platform where the unit/module materials are held or accessing eAssessor to upload to your portfolio, please contact the apprenticeship team at the appropriate email address below or via the office telephone number. The team will be able to reset your password or help you with two factor authentication for the online learning platform (the Learning Centre) or eAssessor.

Should you have any queries about your portfolio, including how to access the portfolio or how to upload your evidence, please continue to discuss this with your coach.

### Functional Skills Support

Some apprentices are required to study Maths and/or English Functional Skills and we expect that all learners will continue with these studies.

All learning materials are available online including the Skills Forward platform which can be used to complete any Diagnostics or Skills Plans. Please note that there is currently a known issue for their Open Assess online practice system. Once an alternate solution has been provided, we will notify everyone studying functional skills accordingly.

When an apprentice is ready to complete the final functional skills testing, we have a range of options available to enable you to do this even during lockdown.

It is possible to complete your functional skills tests:

- in the workplace - this will require the support of your line manager or other member of the SLT to invigilate. Please note that the invigilator will be required to complete a short training session to enable you to complete in this way
- at home or other location – we offer remote testing which is invigilated online by a member of our functional skills team

If you have any queries about your functional skills or the testing process, please contact

SBPA/CMDA/SLMDA/ TAA apprentices  
University Hospital Birmingham

[paul.barber@serco.com](mailto:paul.barber@serco.com)  
[sophie.bateson@serco.com](mailto:sophie.bateson@serco.com)

Please be assured that we recognise the challenges of completing an apprenticeship during the current situation. We will always put the learner first to make the apprenticeship journey as enjoyable and rewarding as we can. If you have any queries about your studies, please contact us to discuss the best way forward.

**Contact Details:**

Safeguarding Officer

[safeguarding.educ@serco.com](mailto:safeguarding.educ@serco.com)

Chartered Manager Degree Apprenticeship  
School Business Professionals Apprenticeship  
Teaching Assistants Apprenticeship  
Senior Leader Degree Apprenticeship (SBP)

[cmdaschools@serco.com](mailto:cmdaschools@serco.com)  
[sbpa@serco.com](mailto:sbpa@serco.com)  
[taa@serco.com](mailto:taa@serco.com)  
[cmdaschools@serco.com](mailto:cmdaschools@serco.com)

Senior Leader Degree Apprenticeship (SENCO)

[slmdasenco@serco.com](mailto:slmdasenco@serco.com)

Overall responsibility for Quality and Remote Delivery

Head of Serco Education

(Please contact the relevant email address listed above should you wish to discuss any aspect of quality or remote delivery and your email will be forwarded accordingly or telephone the office number)

Office Telephone Number: 01452 341829

Please note that the apprenticeship teams are working from home, but the telephone does transfer to members of the team. Occasionally there may be a delay in responding.