

FederationOracle

The inside source for all your Federation information

A NEW YEAR...

CLAIRE SCOTT



A new edition of the Oracle! You can read our Managing Director [Mark's update](#) on the progress of the IfA, below. For everyone preparing for the GDPR coming in May, a few of us braved the CIT breakfast seminar to find out what you need to know; the details are in my report. We've got an update on progress with [ACE360 from Richard](#), we have more information about progress on [The Assessors Guild](#), and we've got an international update from the Federation's own glamorous globetrotter, [Helen Joannou](#). Plus [Yvonne](#) brings you the details on rejection and customer satisfaction surveys.

IFA UPDATE

MARK FROUD



Well 2 months in. There is a sense of urgency about the Institute for Apprenticeships. They have made a number of commitments about streamlining and improving processes. They have an incredibly difficult task. Not just in terms of breaking new ground, but in terms of the amount of work they have to do. We are offering our continued support to them. Some of the issues that they are tackling involve quality, data management and assessment. Our ACE360 service will remove most of the data exchange and security issues that are emerging by providing a single warehouse that can provide multiple views depending on the user type. Our Assessors Guild, which will be launched later in the year, will help to ensure that Assessors coming into the market reach a minimum standard. Both ACE360 and The Assessors Guild can help the IfA in achieving their ambitions for a quality reformed Apprenticeship Programme.

GDPRRGH?

CLAIRE SCOTT



With the EU's General Data Protection Regulations (GDPR) coming into direct effect on 25th May 2018, and a great deal of work to be done to prepare before the big day,

Stuart McLay, Mark Schulz, and I went to the CIT breakfast seminar on what GDPR really means for business. Fortified by our bacon rolls, we were happy to listen to the important information being passed on:

- When you store personal data you now need to tell the customer WHY you are justified to store it
- "Because we have your consent" is not the best reason; consent can be withdrawn easily.
- The GDPR has lists of acceptable "Conditions for Processing" – otherwise known as reasons why you can store the data
- All companies need to carry out an internal audit, get rid of data you don't need and make sure you have a reason to keep the data you use
- Consent means "freely given, specific, informed and unambiguous" which means the privacy policy can't be hidden in the Terms and Conditions any more.



There was plenty more, very well presented by Andy Harris, from MBM, but those top 5 will help you along and if you have any more questions, you can access more information at <https://www.eugdpr.org/>

BE THE FIRST TO SEE THE ACE360 DEMO!

RICHARD BLOXAM



We're delighted to announce that we will be showcasing ACE360 at the FE Week National Apprenticeship Conference on 21-23 March at the Birmingham ICC.

We have really valued your interest and support whilst we have been developing the system and we're keen that you're one of the first to [see how ACE360 works](#).



We'll be at stand A43 throughout the conference providing demonstrations of the system so please call by to meet us and see ACE360 in action.

ACE360 BRINGS YOU:



- A comprehensive database of Apprenticeship Standards, Gateway and End Point Assessment requirements at component level
- Single data entry shared securely with all your Apprenticeship partners to eliminate errors and re-keying of data
- A universal method of collecting and presenting evidence of Gateway Achievement to End Point Assessment Organisations.

We look forward to seeing you at the conference – visit us at stand A43.

If you are not able to attend the conference, let us know and we will be in touch to arrange a demo of the system.

THE ASSESSOR'S GUILD IN 2018

THE FEDERATION

The Assessors Guild is seeking to launch in April 2018 and with it the new competency standards for the Professional Registration of occupational and vocational assessors.

The Assessors Guild is providing an opportunity for a wider consultation to stakeholders to consider the baseline competency requirements of vocational assessors.

1. The standards are detailed at [this link](#) for Practitioner, Advanced Practitioner and Ambassador Fellow.

2. The consultation survey can be found by accessing the following the link <https://www.smartsurvey.co.uk/s/233ZT/> Please read the **Assessors Guild standards document first** as it is the basis for the consultation. Due to high levels of interest the consultation will now close on **30th March 2018**.



The Assessors Guild completed its first introductory webinar with members to discuss Ambassador Fellowship, the highest grade of Assessors Guild membership you can apply for. The recording of the webinar will be available shortly on our website www.assessorsguild.co.uk or you can request the recording at info@assessorsguild.co.uk, if you or any interested colleagues may be interested in Fellowship or membership of the Assessors Guild, please do get in contact.

Dates for the diary for yourselves and any colleagues that may be interested in joining the Assessors Guild. We have an introductory presentation on membership and registration followed by a FREE training event on an **'Introduction to End Point Assessment'** (45 mins) taking place on May 2nd in York, June 6th Nottingham, and July 3rd in Manchester. **Provisional dates to be confirmed still are:** Cambridge 24th October 2018, Bristol 26th September 2018, Newcastle 3rd October 2018, and London 5th September 2018. The Assessors Guild events will take place in the afternoon. Further details in due course and registration for these events will be open shortly and details emailed to you. For any enquiries please contact info@assessorsguild.co.uk

INTERNATIONAL UPDATE

HELEN JOANNOU*



UK Skills Federation members have had a busy few months, hosting and meeting with inbound delegations from countries seeking to learn from and partner with the UK to develop their vocational skills programmes. In response to demand from China, the Federation and People 1st recently developed an Apprenticeships training course, which has been delivered to three delegations in the last few months.

With the support of the Department for International Trade, UK Skills Federation members have met with delegations from all over the world, particularly from Commonwealth nations. In

January, NSA Rail and Semta hosted a delegation from Malaysia (pictured above), which included officials from the Ministry of Education seeking support for the design of the Malaysia TVET Masterplan. In March, we will be welcoming inbound delegations from Thailand, Myanmar and other countries, and April will see even more activity, with the Commonwealth Heads of Government Summit taking place in London.



In 2018/19, we are planning to take part in a number of DIT trade missions to key markets, including Malaysia and Indonesia. For more information, please contact [Helen Joannou](#).

*image for Helen Joannou is from Netflix

REJECTION AND SATISFACTION

YVONNE RYAN



REDUCING REJECTIONS

Wow, what a start to 2018. January saw an all-time low of 13.20% for rejections but February has smashed that with a 13.07% rejection rate. This brings our average for the financial year down to 14.51% and with a final push in March we hope to achieve the target of below an average 14% for the financial year. Thank you all for your hard work, we understand there will always be an element of human error with submissions but this is a step in the right direction and a real achievement for both Providers and Certification Bodies. Let's see if we can continue a record breaking year by reducing the rejections even further.

CUSTOMER SATISFACTION SURVEY 2018

As in previous years we are carrying out a Customer Satisfaction survey to gather feedback from yourselves as users of ACE as to how you have found the support and services that we provide. Thank you to those who have already completed the 2018 Customer Satisfaction survey. Your feedback is extremely valuable to us. We review ALL of the feedback that we receive as it helps to inform, direct and improve our future customer service and support offer.

If you haven't already done so, we would really appreciate if you could take the time to complete the online survey and give us your feedback on how you think we are doing! This year's survey is [currently open for feedback](#) and will close at **5pm on Friday 16th March**.

Completing the survey in full you will be entered into our prize draw to win one of three prizes for high street vouchers of either £100, £50 or £25. The winners will be randomly selected once the survey has closed and will be contacted individually. A list of the 3 winners will be published on our website, in due course.

TIME FOR A DATA SPRING CLEAN?

STUART MCLAY



Now that the snow is thawing, spring is in the air. Everyone loves that feeling of opening the windows, letting the fresh air in, and getting everything in order. Now that the collective spring cleaning has begun, in between scrubbing the windows and planting your garden, make sure to pencil in a data cleaning as well.

If you're not sure what a data spring clean is; if you have any ACE users who are no longer employed by your organisation, or if you have any apprentices you are unable to claim the final certificate for please let us know and we can remove them from your view. They will still be on the ACE system, but will no longer clutter up your views and will make your reports more accurate.

Please contact the [system support team](#) with any Data Spring Cleaning requirements you have.

SUPERSTAFF!

THE FEDERATION



Tell us about your colleagues or staff members who go the extra mile; people who are super friendly, who know everything there is to know, or who go above and beyond in the name of their job. If you've got SuperStaff, we want to hear about them! **Send us your stories at oracle@fiss.org** and the Top **Workplace Heroes** will be mentioned in the next newsletter!

PURPLE DAY IS COMING

CLAIRE SCOTT



In just ten days, on the **26th of March**, it will be **Purple Day**, a charity event created to raise money and awareness for people who live with epilepsy every day. As someone who was diagnosed with epilepsy at the age of 13, I am constantly grateful for

the work other people do to make my life easier; including, the Purple Day celebrations that the Federation will be hosting. This year Epilepsy Action will be using all the funds they receive to extend the opening hours of the Epilepsy Action Helpline so that there can be people there to answer the phones in the evenings and on weekends, providing help for people with nowhere else to turn. If you'd like to get involved in purple day, or just to learn some more about purple day and epilepsy in general visit epilepsy.org.uk/purple.



*Photo from @epilepsyaction