

# FederationOracle

The inside source for all your Federation information

## THE SUN IS SHINING...

CLAIRE SCOTT



It must be time for a new edition of the Oracle! You can read our Managing Director [Mark's update](#), below. Ali's got a summary of the [ACE annual rejection rates](#) below. You'll be pleased to know [ACE360](#) is currently on tour, and [The Assessors Guild](#) has finally arrived! See page two for more information. Plus [Yvonne](#) brings you the results of the customer satisfaction surveys and we've got our first [Workplace Hero](#).

## LOTS OF BICKERING

MARK FROUD



I have an 11 year old son and he does not bicker as much as all the squabbling that is going on in the World of Apprenticeships. All of this is being played out in the online press and on twitter. While recognising the value of these forums I think it disrespects the people who matter most – The Apprentices and their Employers. Rather than sit down and talk to each other and be honest we regularly read gossip, innuendo, half-truths all mixed in with fact and view. Rant over.



We at the Federation are quietly going about the business of ensuring that you get the service you need. Despite the reforms very few Standard certificates are being issued yet. We will continue to deliver what you want and put your interests first. In our customer survey, met and exceeded expectations results are at an amazing 99.7%. Combined with the average certificate turnaround time of 2.45 days this fills me with confidence that we are supporting you in the right way. However, we are not perfect and if you think we can do better then let us know. We will be here to the end of the Framework system in England.

We continue to work closely with the Governments in Scotland and Wales to ensure that as their needs change (largely in response to English changes) we keep you up to date. We do not envisage any significant changes to certification in these two nations.

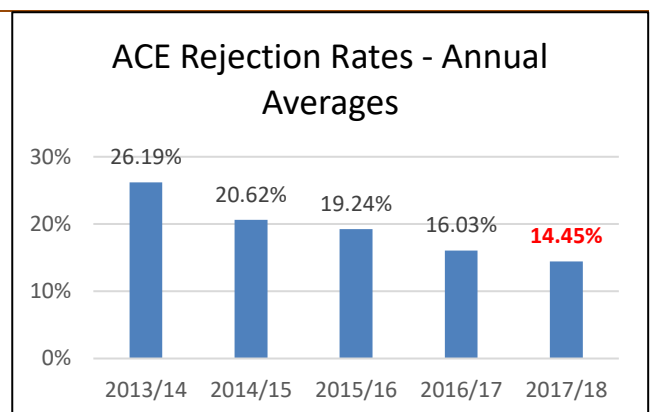
Progress continues on developing ACE360. It is a new platform which is like a master key, it will integrate with many other systems to give you to access to all the data and information you need about your apprentices (on English Standards), in one place and provide access to EPAOs and EQAOs at the same time.

## ACE REJECTION RATES – ANNUAL SUMMARY

ALI BUCKNELL



We are delighted to be able to share with you that during the financial year 2017/18, we achieved a monthly average rejection rate for ACE of **14.45%**. This is great news and down almost 2% from the previous year. This reduction is a direct result of a number of factors - including updated and additional support and guidance materials produced by the Federation, the introduction of the automated link to the LRS database, additional system enhancements and last, but by no means least, the dedication and hard work from both Training Provider and Certification Body staff.



The chart above shows how far we have all come over the last 5 years. We have achieved an overall reduction in rejection rates of just short of **12%**.

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## ACE360 IS ON THE ROAD!

RICHARD BLOXAM

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Having had success at the FE Week Conference in March we decided to take ACE360 out to Training Providers. We started with an event in York in early May which was attended by more than 70 organisations. Alongside the roadshows we have held many webinars which have always been well attended. Our roadshow schedule is on-going throughout the upcoming weeks so if you are yet to book onto one of our webinars or events and would like to book a place please follow the links below. In the meantime our [ACE360 website](#) will provide you with information about the development of the ACE360 system and our support team are happy to answer any of your questions.

Our current group of webinars are all booked up but don't fear, we are planning more dates, if you would like to find out more about attending one of our webinars please provide your contact details in [this quick questionnaire](#) and we will contact you with the additional dates.

### Roadshow events

- [Nottingham 6<sup>th</sup> June](#)
- [Manchester 3<sup>rd</sup> July](#)
- [London 4<sup>th</sup> July am](#)
- [London 4<sup>th</sup> July pm](#)

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## THE ASSESSORS GUILD ARRIVES!

SAM TAYLOR

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After a considerable period of gestation and listening to Assessors and EPAOs the Assessors Guild about what they want, we are open for business. It is the only dedicated professional body for vocational assessors in the UK. We are here to ensure that the assessment and assessors of all training reach the high standards employers' demand of their staff. This will guarantee that all those assessed are competent to do the jobs for which they are paid.



The Assessors Guild will provide all organisations that undertake assessment with assessors that have met minimum quality thresholds by becoming a Registered Practitioner. There are 9 criteria in the Professional standard and a further 3 for Managing Practitioners. For them and for those that do not immediately meet these standards the Assessors Guild will provide access to CPD opportunities (No we will not be providing them ourselves).

People can join as an individual or organisations can join and enrol their assessors. The benefits include: A member profile to record and manage CPD as well as advertise services, access to discounted CPD and learning resources, networking, news and policy and having a Voice.

We are at the beginning of a journey to ensure that assessment becomes recognised for the value it really delivers.

You can see more at [www.assessorsguild.co.uk](http://www.assessorsguild.co.uk)

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## CUSTOMER SATISFACTION

YVONNE RYAN

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Earlier this year we ran our yearly customer satisfaction survey, in which 674 of you provided us with feedback on the Federation and Certification Bodies (CBs).

We measure customer satisfaction with met or exceeded expectation, which this year was **99.7%** satisfaction, with 23% of respondents who felt that the customer service received had exceeded expectations. Feedback on CBs shows **97%** customer satisfaction from Providers.

While these figures are very positive there are areas where improvements can be made, notably:

- Some respondents noted that at times there are a lot of emails sent by the Federation, via the ACE notification system, often in quick succession.
  - Taking this feedback on board we are planning to consolidate our communications wherever possible to reduce the number of emails received.
- On occasion providers believe that some of the rejections made by CBs are unfair or multiple rejections being made that could have been picked up in one rejection.
  - Whilst there will always be an element of human error, we will continue work with individual CBs, as part of our regular, internal compliance checks to ensure all errors are picked up on the first rejection where possible

Thank you to all who took the time to provide us with this vital feedback! Our prize draw winners – who all received high street vouchers – are listed below; congratulations to:

- Southend Adult Community College (£100)
- Graham Webb International (£50), and
- Learning Innovations (£25)

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## SUPERSTAFF!

THE FEDERATION

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This edition's **Workplace Hero** is Francesca Cardew, Team Lead at Instructus. Sachin Pindoria, her line manager had this to say:

Francesca started at Instructus in August 2017 as part of the Operations Team processing ACE certificate claims. She very quickly picked up the work and started showing the skills and behaviours needed to lead the team. As of January 2018, she has been the Team Lead. In this role she has gone from strength to strength and has gone above and beyond her duties in helping members of the team and training providers. A number of training providers have commented on her efficiency, willingness to help and her general friendly attitude. The team have worked well under her leadership, and they enjoy having Francesca as a team lead. She is an asset to the organisation and a great personality to have here at Instructus!



Tell us about your colleagues or staff members who go the extra mile. If you've got SuperStaff, we want to hear about them! **Send us your stories at [oracle@fiss.org](mailto:oracle@fiss.org)** and your **Workplace Heroes** could be mentioned in the next newsletter!