



TRAINING MADE SIMPLE

# Education and Learner Experience Intent Strategy 2024–2026

## Foreword

**Intent** - This Education and Learner Experience Strategy has been created to align with HGVC's Mission, Vision, and Values the UK PLC skills agenda, Ofsted's quality agenda and the ESFA funding and performance requirements. It will provide HGVC's staff the opportunity to remind themselves of what the purpose of HGVC and its staff is.

**Implement** - It is crucial that this education and learner experience strategy is made available to all HGV Training Service's staff and its partnering organisations. It should be considered by all to be a strong reference point to better understand how we can provide and deliver the best education and learner experience for our current and future learners.

**Impact** - The strategy will act as our road-map for the next three years to prioritise our initiatives and make decisions.

James Clifford  
Chief Executive Officer  
HGVC

Our overarching aim is ‘to deliver outstanding education, training, advice and guidance that makes a difference improving our local social and business communities.’

We will do this by meeting the following ambitions:

1. We will be recognised locally and nationally for our high-quality, education, training, vocational and professional teaching. We will provide relevant and well-designed sequenced programmes of learning for our learners and their employers (where applicable).
2. We will provide education, training, Skills Bootcamps, advice and guidance that will inspire our learners to make a difference; producing individuals who will be knowledgeable, skilled, confident and able to meet and exceed their ambitions. We will support all our learners to succeed and wherever possible to become potential leaders of the future and to make a difference to society.
3. We will nurture a sustainable and collaborative community of partner organisations, associates, instructors, and facilitation staff to recognise the significance of research-led teaching, learning, assessment, quality assurance and evidence-based instruction. We will continue to invest and develop our staff and that of our partner organisations. We will support and recognise excellence and innovation in education, and the importance of excellence with associated support functions whilst we concurrently maintain an ‘all for one’ ethos that embeds excellence and success as part of our learner’s experience and learner outcomes.
4. We will provide a safe infrastructure and welcoming learning environments to support our learners and staff in the delivery of our professional development and Skills Bootcamp programmes. Our learner experience will be based on quality teaching, learning, assessment, quality assurance, learning spaces and resources all supported by appropriate and readily accessible communication.

The following indicates the ambitions, key priorities and accompanying high-level actions for the Education and Learner Experience Strategy.

Our aim is to align and provide services in line with HGVC’s Vision, Mission and Values, the UK PLC skills agenda, Ofsted’s quality agenda and the ESFA funding and performance requirements.

Key priorities	High-level Actions
<b>Intent 1.</b> Externally recognised as outstanding in all areas of our provision.	
<p><b>1.1 Knowledge, skills, and competency</b>            Deliver relevant Skills Bootcamps and programmes of learning that recognise our learners’ role as citizens in a community context.</p>	<ul style="list-style-type: none"> <li>• Deliver Skills Bootcamps and bespoke programmes that address skills challenges.</li> <li>• Ensure programmes engage with, and are responsive to, external drivers and stakeholder views and demands.</li> <li>• Promote the incorporation of equality, diversity and cross-cultural collaboration and programmes of study.</li> <li>• Increase the opportunities for upskilling employees and CPD for all learners.</li> </ul>
<p><b>1.2 Teaching quality</b>            Review, reflect and continually improve teaching and external recognition of teaching quality.</p>	<ul style="list-style-type: none"> <li>• Ensure our programmes are designed and delivered to capitalise on the learner receiving an outstanding learning experience and thereby having a positive impact on all stakeholders involved.</li> <li>• Use KPIs to align programme planning, development and delivery.</li> <li>• Increase the proportion of programmes that have engagement with industry and commerce, and those accredited by professional, statutory and regulatory bodies.</li> <li>• Position learners at the centre of our core business; provide active learning and increase opportunities for experiential and OTJT.</li> </ul>
<p><b>1.3 Safeguarding and Prevent</b>            Focus to ensure provision of a safe and welcoming learning environment is maintained.</p>	<ul style="list-style-type: none"> <li>• Ensure robust Safeguarding and Prevent policies and procedures are in place, adhered to and fully communicated.</li> <li>• Maintain an accessible, approachable and competent safeguarding team.</li> </ul>
<b>Intent 2.</b> Support and inspire our learners to achieve their potential and ambitions.	
<p><b>2.1 Employability</b>            Inspire our learners for success in their future careers.</p>	<ul style="list-style-type: none"> <li>• Where possible and with employers (where applicable), agree a learner progression action plan.</li> <li>• Increase the training and progression opportunities for, and proportion of, learners undertaking Skills bootcamps, work-based learning and CPD courses.</li> </ul>

<p><b>2.2 Social mobility and learner success</b> Work to enhance social mobility and support learner attainment.</p>	<ul style="list-style-type: none"> <li>• Create, implement and evaluate access and participation plans to support positive learner outcomes.</li> <li>• Enhance access to, transition into and support for learners entering the Transport and Logistics sector from under-represented groups.</li> <li>• Improve continuation and reduce the attainment gaps for learners in under-represented learners.</li> <li>• Improve the progression and employment outcomes for under-represented groups of learners.</li> </ul>
<p><b>2.3 Learner support</b> Ensure high-quality mechanisms for the support of lifelong learning.</p>	<ul style="list-style-type: none"> <li>• Enhance the role of and augment support to Instructors, Trainers, Engagement Officers and Operations Staff to enable effective academic support and pastoral advice to our learners.</li> <li>• Build an effective 'team' approach to deliver learner support across our schools, partners, supply chain and wider stakeholders including; health and wellbeing services.</li> </ul>
<p><b>Intent 3.</b> Nurture a sustainable and collaborative community of Instructors, Facilitators &amp; Trainers.</p>	
<p><b>3.1 Training staff development</b> Develop our staff recognising the need for excellence and innovation in education.</p>	<ul style="list-style-type: none"> <li>• Develop and recognise quality, excellence and innovation in the creation and delivery of informed education aligning to the needs of the Transport and Logistics sector and wider sectors that we work in.</li> </ul>
<p><b>3.2 Empowering educational leadership</b> Empower educational leadership and best practice through high quality, reliable data.</p>	<ul style="list-style-type: none"> <li>• Operations teams and Engagement Officers to utilise quality learner data to enhance learner support and success, Skills Bootcamp planning and the learner journey.</li> <li>• Establish mechanisms to identify, review and disseminate best practice from across the organisation, our partner providers and the wider Training and Transport and Logistics sector.</li> </ul>
<p><b>Intent 4.</b> Provide an infrastructure and inclusive learning environment that supports our learners and staff in the delivery in person, online and hybrid.</p>	
<p><b>4.1 High-quality schools</b> Invest in flexible and fit-for purpose learning spaces and resources.</p>	<ul style="list-style-type: none"> <li>• Maintain and further develop safe, high-quality and stimulating learning environments.</li> <li>• Provide inspirational, mixed use and technology-enabled learning to encourage communities of learning and engagement through discussion of ideas between learners and staff.</li> </ul>

**4.2 Technology enhanced learning**

Use appropriate digital solutions to provide a learning and information environment for learners.

- Promote and support staff and learner fluency with digital teaching and learning resources.
- Enhance training to support online assessment, marking, moderation and feedback.
- Expand the use of safe distance and open-learning provision, in particular to support remote learners.

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