



We deliver this programme  
on behalf of

**serco**

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Education & Skills  
Funding Agency

## ***FREQUENTLY ASKED QUESTIONS for Employers***

### ***What sort of courses are there?***

There are over 7000 courses! So, there will be a course that can help support your staff member, you get to agree the course they take, so that it helps both them and your business. In addition to standard course, we tailor courses to suit you and your employee, we will discuss this with you before anyone starts – so you get the course that works best for everyone. Some courses are only one unit, while others give fully accredited vocational qualifications.

### ***Are they “proper” courses?***

Yes. Most courses are fully accredited courses by either NCFE or Highfield Awarding Organisations and are recognised nationally. Even if your employee only does one unit that may carry separate certification and credits towards a full course. All courses will be certificated for attendance and content.

### ***Are all courses funded?***

The majority of courses are fully funded through the ESFA provision – the ESFA will not fund “license to practice” courses, these are mandatory courses like Manual Handling at Work or Emergency First Aid at Work, as a company may have to have that training by law.

### ***What if my employee doesn’t finish the course – will I or the employee be charged?***

No, there are no charges to anyone, whatever the outcome.

### ***How long will each course take?***

That depends on the course that is undertaken, some only take one day, others a few weeks, it depends upon how much time the employee puts in as each course is at their pace.

### ***How will they learn?***

We will send them all course material electronically; they will be given a contact number to their tutor and the tutor will then send them links to virtual classrooms for remote live sessions at agreed times. They will also be given contact details to the tutor for support, if they are unable to attend or miss a live session, they can obtain a link to the session to watch and email the tutor any questions they may have. The tutor may also schedule 1 2 1 sessions should they be required. This is NOT Distance Learning; participants are always given a real tutor and access to the tutor for support throughout the course.

### ***Can they do these courses if they are only part time or on zero hours contracts?***

Yes. As long as they work for you it does not matter how many hours they work

### ***How do they sign up?***

You introduce them to us; we then contact them to complete the paperwork and give them the information to start the chosen courses – it’s as simple as that.

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