

Skills and Training Services (STS)



Local Operating Procedure

English, Maths and Digital Skills (Functional Skills) Policy

Version Control Sheet

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Author	Debbie Illidge & Toni Ward
Owner	Mike Hampton
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Version History

Version	Date	Summary of changes
V0.1	31/10/2023	First Draft
V1.0	22/11/2023	First Issued
V1.1	03/01/2024	Removed broken link in RPL section
V1.2	30/01/2024	Annual Refresh
V2.0	20/01/2025	Annual Refresh & Process Added

Approval

Name	Job Role	Date	Signature
Mike Hampton	Quality Improvement & Audit Manager	20/01/2025	<i>M. Hampton</i>

Change Control

Any requested changes to this document should be emailed to: mike.hampton@serco.com

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Introduction

The term “learner” within this policy, is used to describe all learners involved with Serco Skills and Training Services (STS), this also includes those learners enrolled with subcontractors.

STS recognises the importance of supporting learners through every aspect of their studies.

STS Commitments

- STS employs qualified Tutors to provide specialist support for English and maths (and Digital skills where required).
 - Embed English and maths throughout all programmes of study, including apprenticeships. This can include, but not exclusive to:
 - Appropriate learning activities
 - Feedback/marking on spelling, grammar, and punctuation.
 - Carry out robust admissions/onboarding processes with all learners (regardless of prior attainment), which includes initial assessments in English, maths, and where appropriate digital skills.
 - Carry out further diagnostics assessments (where appropriate) in English, maths, and digital skills (where appropriate).
 - Collaborate with learners to create an individualised learning plan that identifies areas for development, outlines planned learning and includes measurable targets for completion, considering any perceived barriers to learning and additional support needs.
 - Apprenticeship Learners will be supported to complete their functional skills within the first 12 months of their programme. Learners will commence with functional skills learning within one month of their qualification start to ensure they have the appropriate support and skills to achieve their wider programme of learning.
 - Learners with additional learning needs will have this extended to support achievement and wellbeing where appropriate. Serco’s Learner Support Policy will be followed to ensure equity of education and assessment.
 - All functional skills learners will complete at least one practice test before undertaking their formal functional Skills exams, to support exam preparation, assessment of learning and the identification of further areas of development.
 - Offer a flexible approach to delivery which may include a combination of embedded learning, individual or group support, online learning, learner-led learning and specialist or targeted support.
 - Carry out routine quality assurance activities and adapt the programme of delivery where required, to meet the needs of learners.
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General Principles

- English and maths are mandatory requirements of all apprenticeship standards, and they must have been achieved at the required level (see individual standards requirements) before the learner (apprentice) can go through the Gateway process and undertake the End Point Assessment (EPA) to complete their apprenticeship.

- Where the programme of study is not an apprenticeship standard, then requirements of individual contracts/awarding organisations must be met, in relation to the achievement of English, maths and digital skills (as required).
 - Where a learner is identified as having a learning difference in relation to English and/or maths, then reasonable adjustments can be put in place, in line with the Learner Support Policy.
 - Functional Skills activity and learning is in addition to the off -the-job hours required to complete the apprenticeship programmes. Employers must ensure learners are provided with the required time to complete any activities/learning towards their Functional Skills programmes, including assessments.
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Recognition of Prior Learning (RPL)

For apprenticeship learners only:

- Where Learner has previously achieved the required level in English, maths, and digital skills, meeting the requirements of the chosen apprenticeship standards, the learner will be informed of the need to provide certificated evidence of any exemptions as part of their application process.
- Learners must provide copies of the exemption evidence, which the STS representative will upload on Serco's learner record & portfolio system.
- Where a learner has changed their name, compared to the exemption evidence, the learner will be required to provide evidence of the name change – for example, marriage certificate and this will be uploaded along with the certificate on to Serco's learner record & portfolio system.
- All STS learners that have already achieved and provided evidence of exemptions and or achieved a minimum of Level 2 in the initial assessments, will be offered skills development support outside the accredited Functional Skills programme.

Functional Skills Process:

