



Skills &
Education
Group




Skills and Education Group

IMPACT REPORT 2020/21



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This report is musically interactive! Many of the titles correspond with songs. You can click the icons to listen to the song on: YouTube , Spotify  or iTunes .



Runnin' Down a Dream



Life is a long journey.

And though we want the sun to shine on us throughout, we know this won't always be so.

It can be cold, and, at times, there is no sunshine.

Whilst I am an individual seeking asylum in the UK, I am also a learner, working hard to become a highly professional manager, economist and entrepreneur within the next ten years. The Skills and Education Group Foundation has joined me in my journey.

Before I came to the UK, I was living in Germany and had Level B2 certification in German language proficiency—meaning I had advanced language skills—but I did not have the opportunity to attend university there due to strict policies regarding asylum seekers. So I came to the UK, where I hoped I would have better opportunities.

However, due to my asylum status here, my access to loans and support from the government, as well as my ability to apply for jobs, is restricted. Fortunately, I applied for and received a grant from the Skills and Education Group Foundation, which has been crucial in allowing me to overcome financial barriers and continue my education through undergraduate and postgraduate studies.

As an asylum seeker, I am determined to work hard at my education. I believe that it is a key factor for success, and I am passionate to expand and advance my knowledge, skills and experiences as I work toward a professional career. However, without professional skills or a degree, I know that I could struggle in the job market and face obstacles preventing me from becoming self-employed and improving my economic situation. So I began my life here by studying my Access to Higher Education Diploma in Business at The Sheffield College, a Skills and Education Group Access Centre and member of Skills and Education Group.

I chose to start with an Access to HE course because I wanted to gain a roadmap towards an academic qualification. I knew that the Access course would not only boost my academic skills for university, but also develop my English language proficiency. During those studies, I developed so many relevant skills, such as report writing, business planning, essay writing, accounting, research and presentation skills. I also gained knowledge of the business environment, economics, international trading, business communications and employability. I had no clue about any of these skills in my previous life, but this multidimensional course made me open-minded and introduced me to a

multitude of different business ideas and new perspectives, which has had a big impact on my life, experience, thoughts and knowledge.

At The Sheffield College, I have now progressed to an undergraduate course in management so that I gain the skills to manage personal, private and public resources. In addition, economics and marketing are other major interests that I would like to explore through postgraduate studies. I would like to become competitive in the job market, boost my employability, and gain the skills to solve social and economic issues.

Receiving the grant from the Skills and Education Group Foundation has encouraged me to work harder on my education and enabled me to focus without the stress caused by financial worries. Despite tremendous setbacks since childhood,

but also because of them, I am highly motivated to work to become an academic, professional person. I am also motivated to give something back, both voluntarily and financially, to the local community in the future.

You know, to bring some more sunshine to the journey—for me and for others.

— A Skills and Education Group Foundation grant recipient and learner at The Sheffield College



🎥 📡 🎵 Don't Stop (Us) Now



The past twelve months have been significant in so many ways for Skills and Education Group. In writing my message for last year's impact report, I anticipated that we were nearing the end of the pandemic. Clearly that wasn't the case! Since then, the pandemic and associated measures have continued to disrupt how we deliver education and skills, impacting all of us in the sector, and the learners and employers whom we support.

However, in all this, I have not seen a sector or an organisation ground down by the pandemic, but rather people who have shown their resilience: tired, yes—but positive about the impact we can have in transforming lives for the better.

Here at Skills and Education Group, the past year has been all about maintaining our focus on our mission: "The advancement of skills and education to improve the lives of individuals." And to ensure that we continue to breathe life into these words, we made a number of significant changes within our organisation.

First, we connected all our existing organisations to the Skills and Education Group brand to achieve greater alignment with both our mission and the Skills and Education Group Foundation, which is centred on supporting and championing social mobility, and into which we are investing

40% of our surplus revenues. As part of this work to overcome the social and economic barriers that continue to challenge learning, research and social mobility, we are offering grants to support learners in their studies at our member institutions and organisations.

Further, we acquired BIIAB Qualifications Limited from the British Institute of Innkeeping (BII). But we didn't just buy an awarding body, we also bought into the hospitality and pub sector through our strategic partnership with the BII. Together, we are committed to our mission of advancing skills and education within the pub and hospitality sector because, as in the other sectors we serve through our awarding bodies and Access Validating Agency, developing skills and gaining qualifications is essential for people to access meaningful career opportunities and improve their lives.

“ Despite all of the changes and challenges through COVID, the level of support we have received has been fantastic, [and] the team are all so personable. ”

– Skills and Education Group customer

Our work with our members and the wider further education (FE) and skills sector is also a key part of what we do, particularly in developing the workforce who teach, train and assess learners as they work to better their circumstances. I am proud of our commitment and contribution to the skills development of the FE workforce, and especially pleased by the success of our Emerging Leaders Programme, which has grown from strength to strength and continues to impact the FE sector with ongoing benefits for institutions and their participating staff. Already, for example, some graduates of this programme have obtained promotion to Assistant Principal roles.

Finally I am extremely proud of my team who have worked so hard over the last year, not only in the aforementioned activities, but in growing our continuing professional development offer, forging new partnerships with Lincoln Electric in fabrication and welding qualifications; positioning us as the market leader in the annual assessment for MOT testers, with more than 50% of the market; and growing our Access to HE provider base and the range of Access to HE Diplomas on offer, whilst implementing new systems to streamline the ways in which our members and Centres can work with us.

We're making good on our mission to advance skills and education to improve the lives of individuals—a goal that I know that you and so many others share in, too.

With best wishes,

Paul Eeles

Paul Eeles

**Group Chief Executive,
Skills and Education Group**





Ready to Go

SKILLS AND EDUCATION GROUP UNDERSTANDS AND CHAMPIONS EDUCATION AND SKILLS-ORIENTED ORGANISATIONS, PROVIDERS AND LEARNERS.



By forming **lasting strategic partnerships** with our membership, we create opportunities in the wider education and skills sector to support the development of the workforce.



In providing high-quality services centred on **collaboration, responsiveness and diversity**, we support all learners in achieving their full potential, no matter what their age, background or ability.



In everything we do, we're guided by ethics, professionalism, teamwork and a drive to achieve **educational, economic and social advancement for all**.

Together, our qualifications, funding opportunities, professional development programmes and initiatives in support of teaching, learning and assessment, and governance make **real change** in people's lives locally, nationally and internationally.

WE'RE A SYSTEM FOR SUCCESS.



our foundation

Better Together

OUR FOUNDATION CHAMPIONS SOCIAL MOBILITY IN THE FURTHER EDUCATION AND SKILLS SECTOR AND HIGHLIGHTS THE ROLE PROVIDERS PLAY IN TRANSFORMING PEOPLE'S LIVES.



Our Guiding Principles



MISSION

The advancement of skills and education to improve the lives of individuals



VISION

To provide high-quality services centred on collaboration, responsiveness and diversity, supporting our members and customers to positively impact on the learners, communities and sectors they serve to achieve their full potential, no matter what their age, background or ability



VALUES

Our values are for the benefit of our staff, trustees, members, customers, their learners, the wider further education and skills sector, and the employers we serve within the sectors in which we operate.

Ambition

- > Forward thinking, responsive and focused on solutions that increases our impact in an ever-changing environment
- > Commercially minded, in order to be charitably focused

Responsibility

- > Having a reputation for doing the right thing
- > Championing our charitable work and social responsibility by giving back to, and supporting, the sector
- > Supporting people to reach their full potential

Collaboration

- > Working together as one to enhance our customers' experience
- > Maintaining quality working partnerships at all levels to develop as a group



KEY 2020/21 STRATEGIC PRIORITIES

Establish a strong development offer to support our members and their staff as they respond to a changed landscape post-COVID-19.

100% COMPLETE

Develop a strong online offer to underpin the full range of products and services across the Skills and Education Group and its subsidiaries.

60% COMPLETE

Invest sufficiently to ensure we harness technology to grow our offer and business post-COVID-19.

100% COMPLETE

Continue to invest into the grants programme of the Skills and Education Group Foundation to support social mobility and social inclusion, particularly focusing on the needs of learners as a result of COVID-19.

100% COMPLETE

Publish and launch the 100 faces of FE*, demonstrating the social impact of our members and centres.

NOT COMPLETE

*Note: We launched our impact report instead of this activity.

Learn from operating through COVID-19: structure the staff, systems, processes and physical resources to minimise the impact of a reduced turnover and maximise the opportunities available to Skills and Education Group.

90% COMPLETE

Develop an ambition 2025 strategy that builds on the legacy of Skills and Education Group and positions us to maximise the ambition set by our trustees in February 2020.

100% COMPLETE

Achieve a consolidated operational break-even end-of-year position after funding Skills and Education Group Foundation activity.

100% COMPLETE

Strengthen Skills and Education Group through acquisitions and/or mergers.

100% COMPLETE

Remain compliant with all relevant regulators, including qualification and assessment regulators and those that regulate business activities, such as the Charity Commission and the Information Commissioner's Office.

100% COMPLETE

Our House

Our branded house continues to grow!



Skills and Education Group Awards offers regulated qualifications and assessments to advance skills, education and career opportunities.

[GO TO SITE](#)



Providing high-quality, responsive and accessible Access to Higher Education Diplomas that recognise achievement, particularly for those who have benefitted least from their previous educational experiences.

[GO TO SITE](#)



BIIAB Qualifications Limited is the awarding and End-Point Assessment Organisation of choice for work-based learning providers, employers, and further education colleges in the hospitality and care industries, and a long-standing part of the British Institute of Innkeeping (BII).

[GO TO SITE](#)



OVERALL WEBSITES

157,462
visitors across all sites

561,474
page hits across all sites

2min. 8sec.
average time spent on all sites



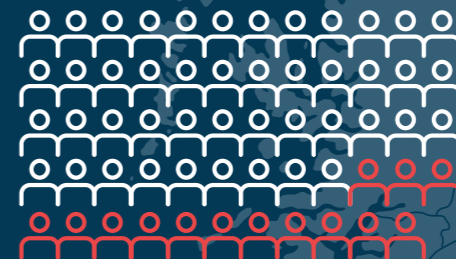
OVERALL CAMPAIGNS/ COMMUNICATIONS

129
email campaigns

89
news and blog posts

People Make the World Go Round

59
MEMBERS



14 new members in 2020/2021 alone.

Our members are ...


COLLEGES AND COLLEGE GROUPS


CHARITIES AND/OR SOCIAL ENTERPRISES DELIVERING VOCATIONAL TRAINING


INDEPENDENT TRAINING PROVIDERS


LOCAL ADULT EDUCATION SERVICES

Serving UK communities ...





By supporting learners, education practitioners and employers ...

Yorkshire Learning Providers – Bronze member

Yorkshire Learning Providers (YLP) is a network of training organisations operating across Yorkshire, representing training providers, colleges, universities and schools. It is dedicated to developing, promoting, and enhancing the education and skills landscape across Yorkshire through a range of services. Divided into four main elements—The Network; Support Services; Contracts, Research and Projects; and Conferences and Events—its services are designed to benefit YLP’s member organisations. With 90 current members across Yorkshire and beyond, YLP continues to grow.

YLP is a Bronze member of the Skills and Education Group, which is, in turn, an associate member of YLP. Both organisations offer extensive professional development opportunities for their members, and plan to collaborate on this in the future.

Landmarks Independent Specialist College – Silver member

Landmarks is a thriving independent specialist college for people with learning difficulties and disabilities. Currently supporting more than 150 post-16 and day-service learners, the college offers a wide range of vocational courses across five sites in the East Midlands and South Yorkshire, including subjects such as hospitality, catering, cookery, retail, administration and labouring. Through education and support programmes designed to meet individual learning needs, Landmarks aims to provide learners with the life skills needed to become more independent, attend activities that they enjoy and secure employment.

Along with its learning provision, Landmarks offers several unique services to help learners into employment. In partnership with Greene King, England’s leading pub retailer and brewer, the Internship with a Difference helps learners gain work experience in the hospitality sector, potentially leading to employment at a Greene King pub. In addition, the college offers a WayFinder Specialist Employment Service, providing supported internships to help learners access their ideal vocation, and an After-College Aftercare Club, which offers ongoing employability support for former interns.



Nottingham College – Gold member

With diverse learning provisions ranging from further education courses to English language courses for international students to adult learning and higher education courses, Nottingham College offers a broad range of high-quality courses, qualifications and apprenticeships, and works with more than 2,500 employers across the country. As the East Midlands’ leading recruitment and training provider, the college is able to make an impact on learners throughout Nottinghamshire and beyond.

Nottingham College is currently experiencing an exciting time of growth and expansion, having opened a new City Hub campus in November 2020, which represents a £58 million investment in education in Nottingham that takes the college to the next level. With six stories of state-of-the-art facilities, plus resources for more than 2,000 students and nearly 300 staff, the City Hub houses a performing arts centre and enhances provision in catering and hospitality; business, computing and IT; creative and digital media; travel and tourism; science; and early years.

Northamptonshire Adult Learning – Platinum member

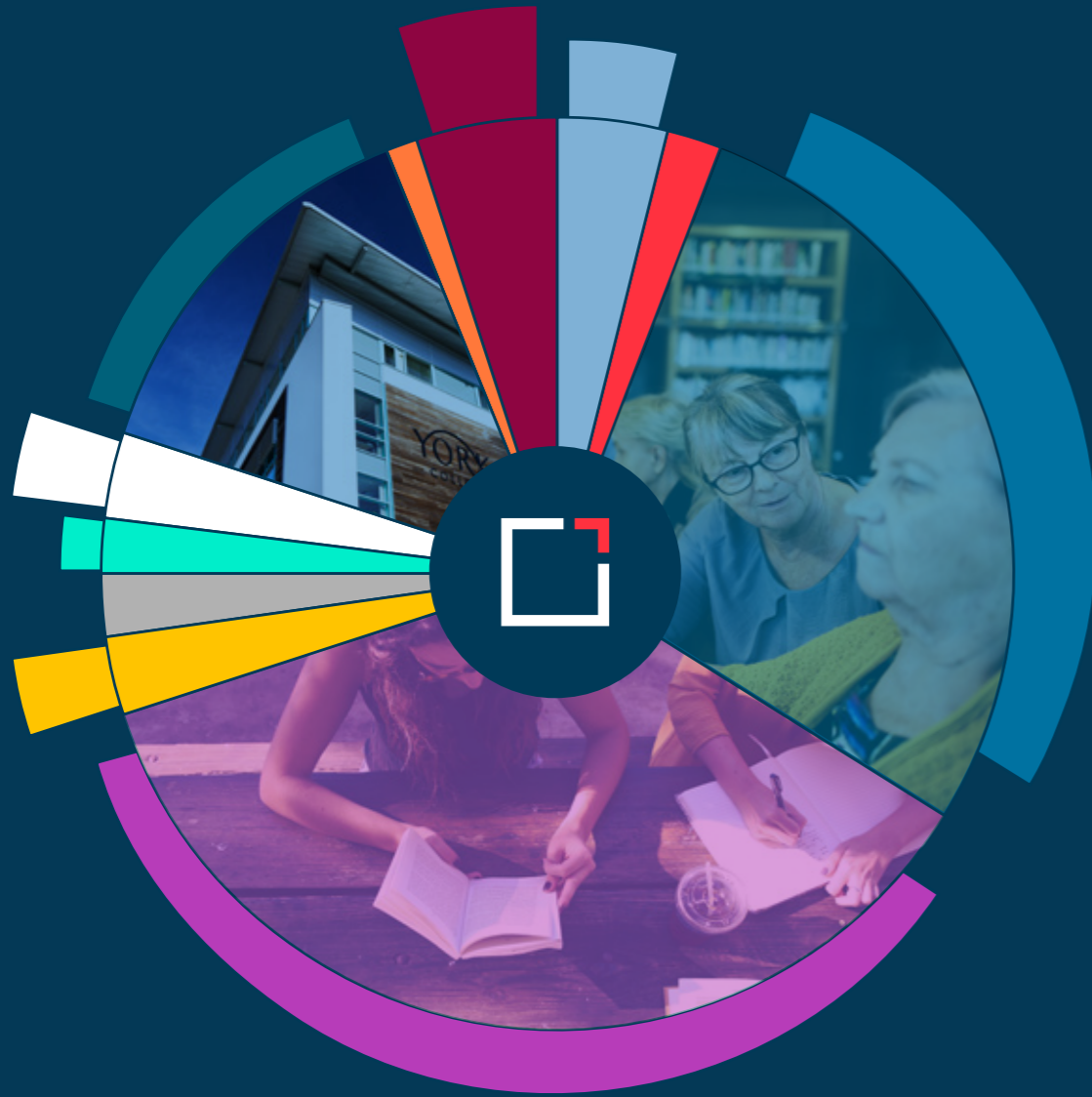
Northamptonshire County Council’s adult learning service offers over 270 courses across sectors such as computing and business, complementary health and wellbeing, languages and British Sign Language, and personal development. The service caters to a range of needs in the community, offering courses of varying lengths in locations across the county, with both in-person and online provision available.

The Council’s Essential Skills courses, including Functional Skills qualifications, digital skills certifications and ESOL courses, enable individuals to improve their employability skills. Northamptonshire Adult Learning also provides a range of community learning opportunities, such as family learning, neighbourhood learning (free community-based adult learning courses) and free wellbeing courses for individuals experiencing mental health distress. Through its wide range of provision, Northamptonshire Adult Learning supports adults of all ages, and plays an important role in enabling progression to employment, community engagement and improved wellbeing.

To find out more about the different levels of membership available at Skills and Education Group, visit: www.skillsandeducationgroup.co.uk/membership



And partnering with Skills and Education Group to provide valuable connections and benefits to all in the further education sector.



3,257

event participants from ...

- Adult education (4%)
- Companies (2%)
- Consultants, individuals and others (28%)
- FE colleges (36%)
- Government departments (3%)
- Higher education (2%)
- Local authorities (2%)
- Private trainers (3%)
- Training providers (14%)
- Voluntary (1%)
- Sixth form colleges (5%)

“ Skills and Education Group’s Continuing Professional Development has eased the pressure during the pandemic, providing CPD and support to allow us to focus our time and energy on responding to the changes from COVID. ”

– Helen, Northamptonshire Adult Learning



(We Were Never) Being Boring



Providing our members with high-quality services such as **professional development, networks and conferences** which aim to help support and develop their workforce, everything we do is designed to help our sector and to enable our members to enhance the lives of young people and adults.

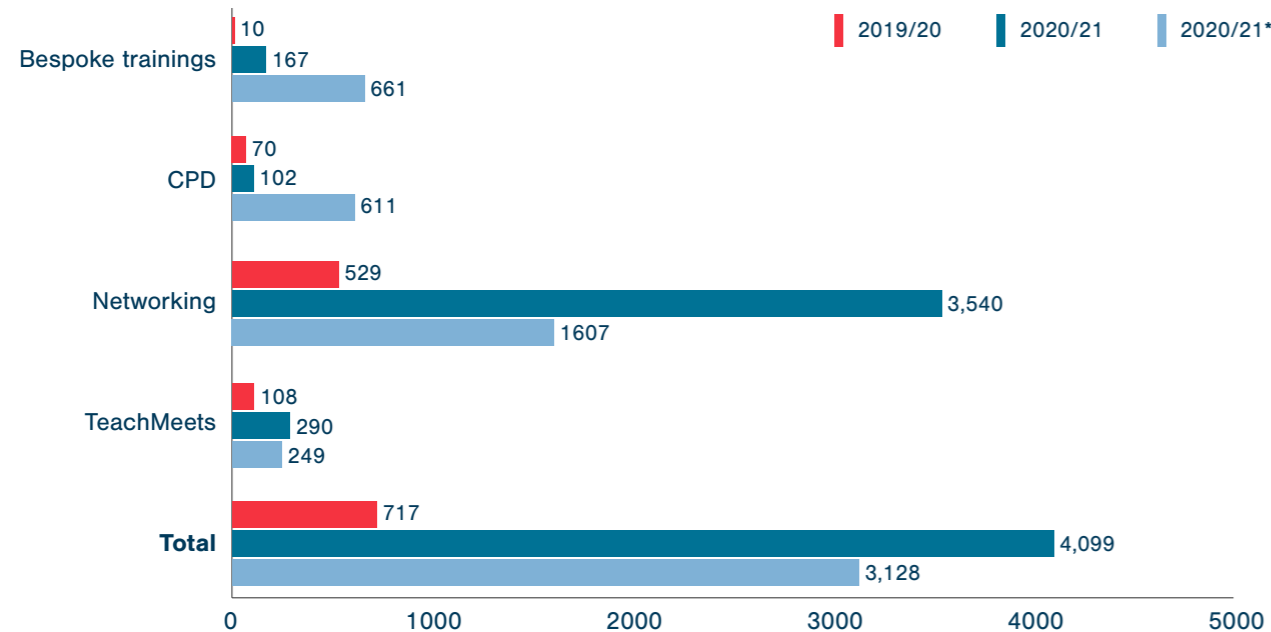
The education and skills sector was resilient ...

Further education, sixth form and specialist colleges in England needed to educate and train their 1.7 million students, of whom 188,000 were on college apprenticeship provisions. But the COVID-19 pandemic and associated health and safety measures continued to challenge providers, industries, employers, workers and learners.

We were resilient with them.

To support our members, our team worked hard to understand each of their needs, offer excellent service, and deliver online continuing professional development opportunities seamlessly.

EVENT STATISTICS



*Note: Whilst we saw a decrease in some activities compared to 2019/20, this was due to a shift from free offerings to paid activities.

OUR MEMBERSHIP

We continued to offer our member organisations high-quality services, such as continuing professional development, networks and conferences which help support and develop their workforces. Members also had indirect access to our range of national awarding services, which help their learners to cultivate the relevant skills for learning, employment and life.



1,037

hub users

(up from 786)



149

CPD events

(up from 83)

“ Knowing my strengths and that I should not expect to be good at everything has really helped. I no longer feel like an imposter, 45 years of age and am finally there, thank you! ”

– Joanne, Nottingham College



59
We increased our membership from 45 centres to 59 centres

3,257
individuals benefitted from training and development

109
resources viewed 3,811 times

86.42%
of customers rated service as good or excellent

WORKING WITH THE GANGMASTERS AND LABOUR ABUSE AUTHORITY (GLAA) TO SUPPORT WORKERS' RIGHTS AND TO PREVENT LABOUR EXPLOITATION

Skills and Education Group launched the Level 1 Award in Workers' Rights and Labour Exploitation qualification to provide students with the skills and knowledge to protect themselves against labour abuse and exploitation.

Developed by the Gangmasters and Labour Abuse Authority (GLAA) in partnership with Skills and Education Group, the University of Nottingham's Rights Lab and Boston College in Lincolnshire, this new qualification was designed specifically for those entering the world of work.

Students are given a crash course in understanding their rights in the workplace, covering everything from how to apply for jobs safely to the National Minimum Wage, holiday pay and reading payslips. They also learn how to identify the main signs of modern slavery and labour exploitation, and the ways they can report concerns to the GLAA and law enforcement.

While "for most people, knowing how to read a payslip or spot a fake job advert is something they take for granted, the reality for some young adults is that they have simply never had this training, leaving them potentially at risk of being exploited," GLAA Head of Prevention and Partnerships Frank Hanson said.

Accordingly, this qualification aims to address this knowledge gap by preparing the workforce of tomorrow with all the practical tools required for them to stay safe at work. A highly interactive, Ofqual-regulated course, it features videos and case studies which can be delivered online or in a classroom setting.

And it works. According to Kaley Boothby, Advanced Practitioner at Boston College, "The learners who took part ... have benefitted significantly from exposure to the issues of modern-day slavery and workers' rights. The tutorial programme has opened their eyes to the issues affecting them directly in the part-time jobs they currently have and to the things to look out for in the industries that they want to work in."

The qualification follows a successful pilot between the GLAA and Boston College during the 2018-19 academic year, which saw all 1,500 full-time students at the college receive a tutorial on workers' rights. Made possible due to funding from the Home Office, the pilot led to clear benefits to learners, including:*

- Significant impact on learners' levels of knowledge about rights, and confidence about completing key tasks to deal with problems.

- Whilst 15% of respondents indicated that they "knew a lot" about recognising labour exploitation before completing the course, this increased to nearly half (47%) after completing the course.
- The percentage of respondents saying that they "knew a lot" about who to contact about labour exploitation increased from 11% to 49% after completing the course.
- Increased confidence in contacting external parties, in particular the GLAA, ACAS, unions and charities. For example, before completing the course, 28% reported being at least reasonably confident in contacting the GLAA, with this increasing to 65% after completing the course.
- Participants suggested that the value of the course lay not only in the qualification, but also improving the wider working environment: "It's good to have such vital information so that people like us or people who have attained this knowledge are able to help others."

*As per the University of Nottingham Rights Lab report, [Learning about Labour Rights: Evaluation of the Skills and Education Group Level 1 Award in Workers' Rights and Labour Exploitation](#)

“ Kinetic Youth have been working in collaboration with Skills and Education Group Awards for a number of years, developing a relationship that has benefitted both organisations but most importantly young people. The young adults that have been engaged through Kinetic Youth have gone on to deliver effective services to young people within the Youth Justice system and some have progressed into higher learning opportunities. ”

– Esther, Kinetic Youth

To support the qualification, a new podcast and video series were also created, which, according to our Director of Member Services and Communications Scott Forbes, "add real value to the qualification. Providers will be able to integrate them into their delivery, which will benefit individuals studying the qualification."



VIDEO:
Level 1 Award in
Workers' Rights and
Labour Exploitation

WATCH

GIMME SHELTER



Celebrating a Member Success: Derby College Group Is Making a Difference

Derby College Group (DCG) was awarded College of Sanctuary status in recognition of the support it provides to the asylum and refugee community in the city.

The college was one of only two education providers in Derbyshire to be recognised by Derby City of Sanctuary, an umbrella group of organisations working to create a climate of welcome and safety.

“It is marvellous that Derby College has taken the initiative to be part of this initiative and is one of the lead colleges in the country to provide a place of sanctuary for people to learn and rebuild their lives,” Derby City of Sanctuary Trustee Joseph Chivayo said.

As part of its support to learners from the asylum and refugee community, DCG offers the following:

- > Study programmes to ensure that young people and adults who are seeking asylum from violence and persecution are welcomed, valued and empowered
- > Enrichment activities, including annual projects with Derby Book Festival where learners write short stories and poems which recount, amongst others, their arduous journeys to the UK
- > Ongoing work to raise awareness amongst the wider college community of what it means to be seeking sanctuary

Bahareh Naghipouran, an adult student who came to the UK from Iran and studied English at the St James’ Centre in Rosehill, joined the college’s Digital Advocates programme to test and provide feedback on new and improved ways to develop virtual learning both in the classroom and remotely.

“It is particularly good to have the opportunity to work alongside people from many different countries and nationalities,” she said. “We all accept each other and take time to learn about each other’s cultures.”

And DCG isn’t finished.

“We will continue to build on making our college a place of safety and learning for people from all over the world,” DCG Advanced Practitioner Diana Smith said.

OUR MEMBERSHIP HUB



Our Membership Hub provides a network for users to access a wide variety of training and development opportunities, and loads of useful resources.

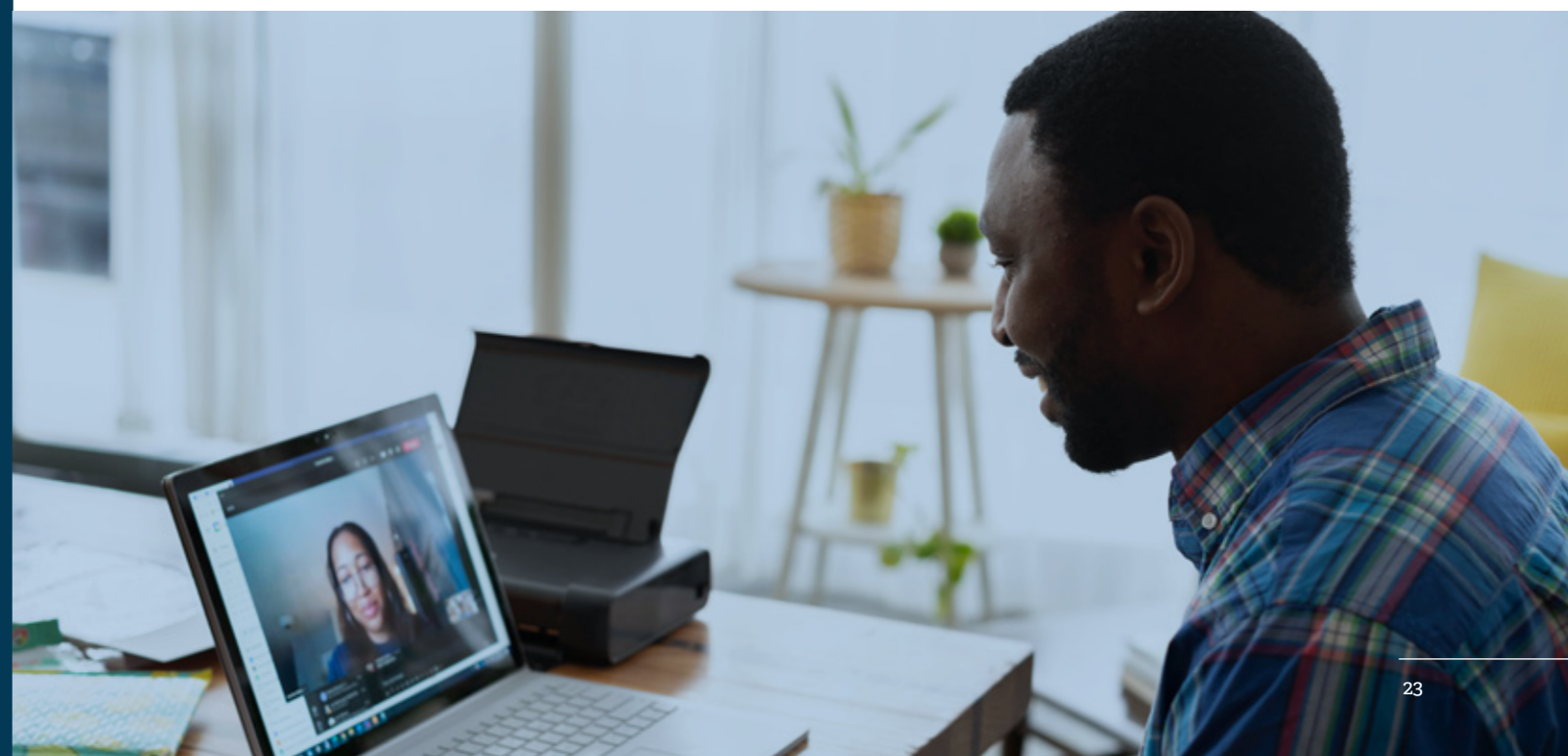
Members benefitted through ...

- > Personalised information, including relevant announcements, news and events
- > Easier collaboration with and learning from other members
- > Resource uploading by members to share best practice
- > A membership directory to view the profiles of members and connect over email or social media
- > An events booking system that enables networking with event attendees before and after events
- > The Organisational dashboard

CONTINUING PROFESSIONAL DEVELOPMENT (CPD)

Although our face-to-face events declined due to COVID-19, we saw a positive increase in engagement online, showing that our practitioners still wanted to keep in touch and network with each other. And our team made it happen, as we quickly pivoted to online offerings.

3,257 participants in professional development events in 2020/21*.





THE SKILLS AND EDUCATION GROUP FOUNDATION

Our Foundation champions social mobility in the further education and skills sector. The Foundation aims to:



Become a voice for and raise the profile of social mobility



Engage in project-based activity and research relating to further education



Provide grants to help Centres support learners



Recognise organisations, staff and learners for their work in improving social mobility

Along with offering grants, the Foundation also provides recognition through annual awards, and represents the further education sector at a national level.

£ **£32,635**
from 1 September 2020 - 31 August 2021

£ **74**
grants

We continued to grow. Together.

Our grants are designed to help learners overcome social barriers and enable them to advance their skills in education, and to support group-related educational opportunities.

Skills and Education Group directs 40% of its surplus profits to the Foundation, some of which is used to provide grants ranging from £200 to £1,000 to help learners with:

> Educational resources

- > Laptops, printers and specialised apps, visual aids
- > Specialised learning aids, course books and stationery
- > Tools and toolboxes for motor vehicle courses
- > Hairdressing equipment

> Course fees

- > **Transport costs** (e.g. bus passes)
- > **Living costs** (including sporting clothing and equipment)
- > **Childcare costs**
- > **Educational events**, including organised visits and seminars which support learning outcomes

> Recreational activities

“ The grant has made such a difference to my anxiety and provided me with help whilst I have been in this new town. The money has supported my progression in the course; I am able to buy my books and get to the university. Thank you so much! ”

– Stephanie, grant recipient

And we partnered with other, like-minded organisations.

The Skills and Education Group Foundation is also pleased to have supported initiatives that champion the advancement of skills and education to improve the lives of individuals.



“ As always, Festival of Learning Award winners’ stories provide fantastic examples of the power of life-long learning. I hope that the awards continue to inspire many others to learn something new and transform their own lives through education. ”

– Nikki-Ann Wyatt

Nikki-Ann Wyatt, from Salford, lost her successful career as a pastry chef following a serious motorbike accident. She won the New Directions Award, supported by Skills and Education Group, after returning to learning at Trafford College Group and discovering her passion for engineering. Nikki is now embarking on a new journey at university, studying for a degree in civil engineering.



VIDEO:
Meet Nikki-Ann Wyatt:
Festival of Learning 2021 New
Directions Award Winner

WATCH

COUNT ON ME



Among the many learners we were able to support, the Foundation provided grants to Maria, Fabio, and Shipley College’s Ability Counts football team.

Maria, a former student at Nottingham College looking to become a dance student at MADD College, used her grant to cover some of the costs of her course fees, which enabled her to pursue her career ambitions in dance.

Fabio, a sports student at Loughborough College and aspiring Paralympian, used his grant to purchase a laptop, enabling him to use assistive technologies that helped him to overcome his learning difficulties and complete his coursework. He is studying a Diploma in Sporting Excellence and is also in the Paralympic Development Academy.

And, with the help of funding to pay for equipment and footballs that supported training, the Ability Counts football team took part in a regional and a national tournament.

“ I can’t fully explain what a difference you have made to my learners. I will be forever grateful. All of the players have made fantastic memories which will last a lifetime. ”

– Damian, Shipley College



Skills & Education Group Awards

A leading national awarding organisation with a long-established reputation for providing high-quality support and services to the educational sector. Skills and Education Group Awards offers Ofqual regulated qualifications and assessments and a range of non-regulated provisions.

19,722 QUALIFICATIONS AWARDED,
AN INCREASE OF **24%**
OVER 2019/20*



318
Ofqual-regulated qualifications



9
end-point assessments offered across automotive, fashion and textiles and youth work sectors



4
non-regulated assessments offered to support the automotive industry



32,873
MOT testers completed their annual assessment

*One factor in this rise in awards was the addition of new qualifications to our portfolio.



VIDEO:
Leeds City College Centre

[WATCH](#)

SKILLS AND EDUCATION GROUP AWARDS HELPED 410 AWARDS CENTRES TO DELIVER 384 ACCREDITED QUALIFICATIONS IN 14 SECTORS ...

Supporting 22,288 Skills and Education Group Awards learners ...

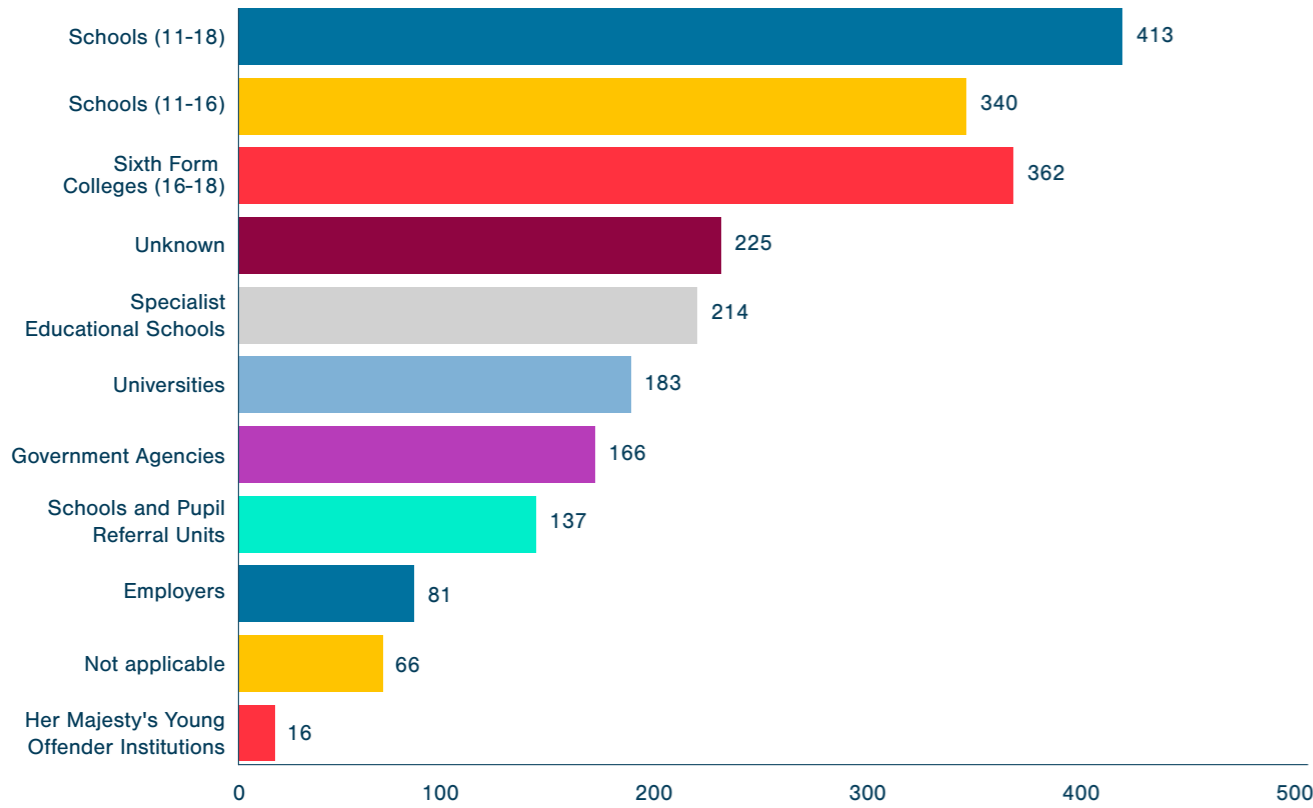
REGISTRATIONS BY ORGANISATION TYPE ...

10,499
General Further Education Colleges

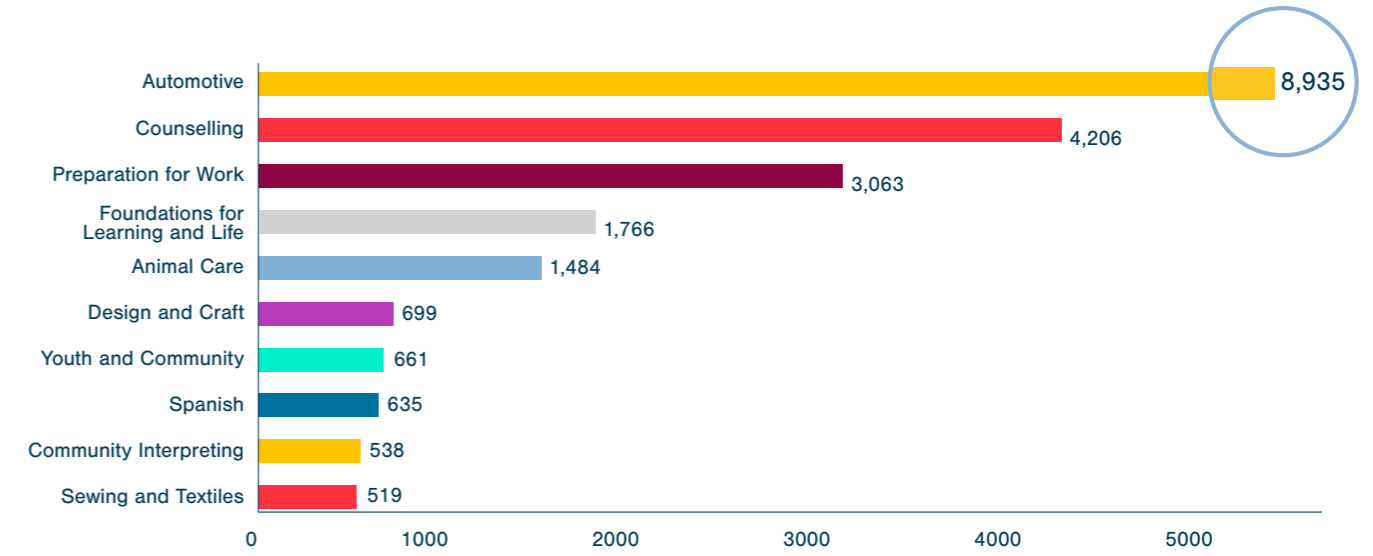
9,269
Independent Training Providers

2,588
Voluntary Trainers

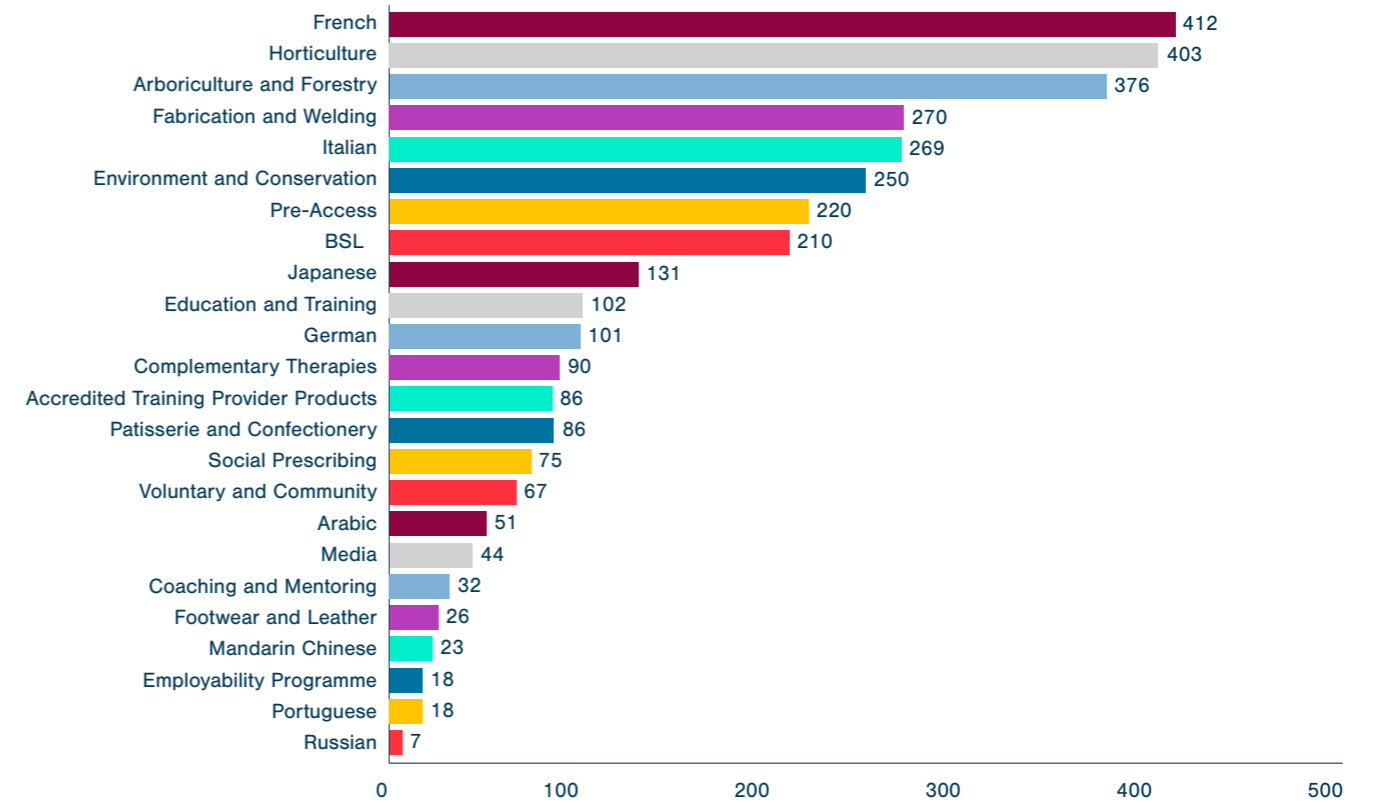
1,050
Adult Community Learning Services



REGISTRATION BY SECTOR AND SUBJECT ... OVER 500 REGISTRATIONS



REGISTRATION BY SECTOR AND SUBJECT ... UNDER 500 REGISTRATIONS



And working hard to support industry with relevant qualifications and end-point assessments.

Our strong relationships with organisations within the motor industry have enabled us to maintain occupational competency and gain access to specific knowledge and support, including recruitment of expert subcontractors and specialists, as we support training activities. For example, the Auto Care/Fast Fit sector, employs

approximately 1,200 people across 2,000 businesses, and Skills and Education Group Awards' end-point assessment of the Autocare Apprenticeship Standard is designed to fit with employer and sector needs and the commitment to train new staff.

ORGANISATIONS WITH WHICH WE WORK INCLUDE:

Motor Manufacturers Technical Training Group (MMTTG)

- › Apprenticeships, technology, T-Levels, National Occupational Standards and teaching/learning support



Engineering, Manufacturing and Automotive Sector Form (AELP)

- › Apprenticeships, T-Levels, the FE Sector, funding and national strategies



Scottish Motor Trade Association (SMTA)

- › Solutions to automotive training/upskilling needs



Independent Garage Association (IGA)

- › Accreditation in safe service and repair of electric and hybrid vehicles, in support of independent garages ready for the transition to greener vehicles

MOT Education and Training Advisory Board (METAB)

- › MOT tester training, best practice and annual CPD requirements for MOT testers



Institute of the Motor Industry (IMI) Sector Advisory Group

- › The various automotive sub-sectors, best practice, awarding and training



Retail Motor Industry (RMI)

- › Quality and standards in large, medium and small retail motor businesses

I DROVE ALL NIGHT

From April 2021, Skills and Education Group Awards began offering two new Transport Manager Qualifications, giving managers in the transport sector the Certificate of Professional Competence (CPC) they require to operate. A qualification for transport managers operating in passenger transport or road haulage, the CPC was introduced across Europe with the aim of improving road safety and maintaining high standards of driving.

The awarding body OCR (Oxford Cambridge and RSA), which had been providing these qualifications, is withdrawing from the market, and, as we developed our qualifications, we worked closely with them to understand customer needs. For customer ease, we closely aligned our new qualifications with the OCR format, and updated the content to take into account the latest Brexit legislation.

A trusted partner of the automotive industry, Skills and Education Group Awards has a strong working relationship with the DVSA, and for the last five years we have provided the management of MOT Tester and Manager qualifications, along with the MOT Annual Assessment. Our automotive portfolio supports a variety of roles across the sector, including a recently launched suite of qualifications and accreditations for electric and hybrid vehicles—including buses, coaches and heavy goods vehicles.

We're excited and proud of our work in the automotive sector, our latest qualifications and the continued opportunity to support this most vital of industries.



Wonder Woman

We were delighted to support International Women in Engineering Day on 23 June 2021, an awareness campaign to raise the profile of women in engineering and focus attention on the amazing career opportunities for women and girls in this exciting industry.

We were also delighted when Skills and Education Group Awards partner and industry leader Lincoln Electric UK Ltd announced its new Women in Welding Ambassadors scheme to help encourage young women to take up STEM roles and help close the UK skills gap.

HERE'S ONE OF OUR OWN INSPIRING WOMEN IN WELDING:

Sharon Jarvis, Deputy Head of Department Land-based Engineering, HGV & Welding, Wiltshire College & University Centre

“My welding dream began when I was about 14 on my grandfather’s farm. My uncle was repairing the cattle lorry and, being inquisitive, I asked if I could have a go, and I instantly fell in love with the MMA welding process.

“When I left school, I joined a youth training scheme and was excited about becoming an engineer so I did welding and machining for a year; unfortunately, I could not complete my second year as the staff insisted I go and possibly look for a factory job as no engineering place would take me on as I am a woman.

“I decided to return to welding in 2006, and started an evening class in the local college. Initially, the reception I received was not very encouraging, but as the weeks went by, the others on the course and the lecturer saw that I was serious, which helped with my progression. The lecturer ended up asking me to return the following year as he thought I was a natural welder. I continued my studies the following year doing a welding and fabrication course, which I passed with a distinction. At the end of the year, my lecturer announced he was retiring and asked if I was interested in taking over his post, as he thought I was good with my peers and had a natural ability for welding.

“I currently teach welding skills at Wiltshire College and have managed to build the department from just being a workshop that facilitates the agricultural engineering department, to being fully independent with 12 apprentices so far and three evening classes a week. It hasn’t always been easy, as engineering has been a male-dominated industry for a long time ... [and] I have had to fight to be where I am today!

“My advice for any girls and women wanting to get into engineering would be to go for it! It can be frustrating at times but it is a very rewarding job that brings on challenges no matter how good you think you are.”



We built solutions. Together.

Most of the changes we implemented in 2019/2020 continued in 2020/2021, allowing us to work smarter, better and more efficiently.

- ✔ We continued our contact with and guidance for our Centres through:
 - › Proactive and responsive customer focus
 - › Online drop-in clinics for more direct Q&A sessions, with regular follow-up
 - › A COVID-19 hub with timely, up-to-date information
- ✔ We made our portfolio of qualifications smarter, more targeted and more responsive to sector needs.
- ✔ We put in place a process for approving and monitoring adaptations to assessments.
- ✔ We implemented a process for the monitoring of Teacher Assessed Grades (TAGs) to ensure that, in the case of further lockdowns, our Centres were supported in line with the regulations.

- ✔ We advocated for funding and the retention of programmes by:
 - › Formulating data-driven appeals of funding decisions
 - › Working with stakeholders and industry partners to advocate for retention of qualifications
 - › Creating a number of new products, such as qualifications relating to electric vehicles and equine hydrotherapy
- ✔ We maintained our app-based and web-based e-learning platform, allowing learners to complete full Level 1 qualifications on the platform, and providing:
 - › Enjoyable, interactive and engaging content for learners
 - › An easy progress checker and blended learning models
 - › Digital badges for achievement
 - › Interaction with us and other providers
 - › For example, training providers could use the digital platform to access the Lincoln Electric U/LINC suite of delivery materials, supporting welding educators with the consistent delivery of training and allowing them to create bespoke training packages for individual businesses.

And we saw results.

Our programmes continued to grow.



32,873

MOT testers in 2020/2021
vs. 31,816 in 2019/2020



42,199

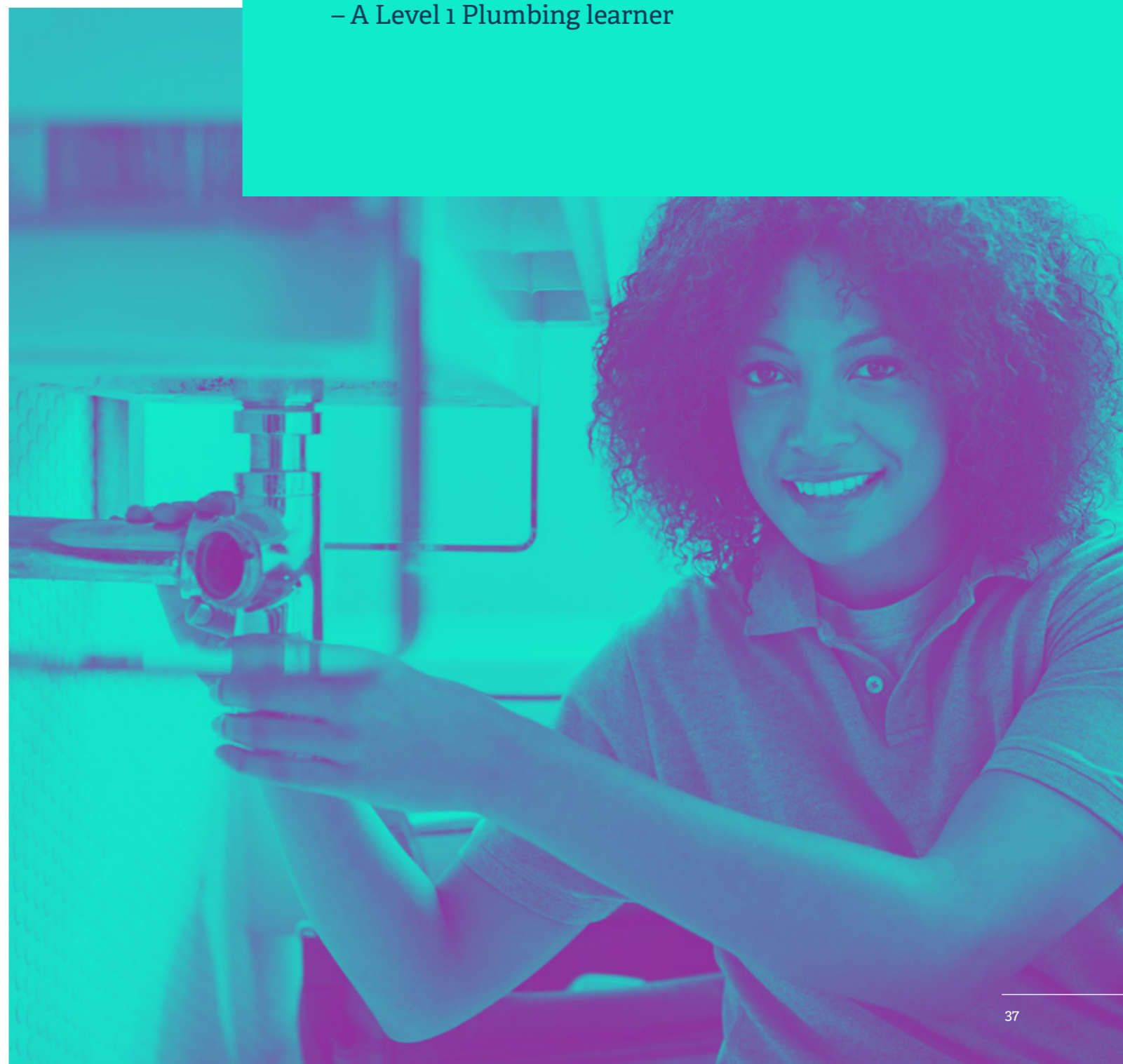
overall Annual Assessment tests
were taken (May 2020 - April 2021)

We increased engagement and built stronger relationships with industry groups, fostering more support for our learning Centres and more opportunities for learners. Industry engagement included:

- › [Accredited Counsellors, Coaches, Psychotherapists and Hypnotherapists \(ACCPH\)](#), for the Level 4 Diploma in Therapeutic Counselling
- › [Arboricultural Association](#), in the arboriculture sector
- › [Boston College](#), for the Level 1 Award in Workers' Rights and Labour Exploitation
- › [Department for Transport](#), for CPC qualifications and new partnerships with organisations such as the Road Haulage Association
- › [Driver and Vehicle Standards Agency \(DVSA\)](#), in supplying MOT related qualifications and MOT Annual Assessment and Training
- › Federation of Awarding Bodies (FAB), with a staff representative on the following policy groups
 - › Technical education
 - › Regulatory impact
 - › End-Point Assessment Organisations
- › [Gangmasters and Labour Abuse Authority \(GLAA\)](#) in the development of our Level 1 Award in Workers' Rights and Labour Exploitation
- › [The Institute of Registered Veterinary & Animal Physiotherapists \(IRVAP\)](#) in the animal care sector
- › [Lincoln Electric](#), which endorsed our welding and fabrication qualifications in addition to allowing our Centres to use its e-learning platform
- › [National Youth Agency](#), in the youth work sector
- › Motor Manufacturers Technical Training Group (MMTTG)
- › [The UK Fashion & Textile Association \(UKFT\)](#), in supporting the fashion and textiles industry with relevant qualifications and end-point assessments
- › [University of Nottingham Rights Lab](#), for the Level 1 Award in Workers' Rights and Labour Exploitation

“ The Level 1 Award in Workers' Rights and Labour Exploitation course is fantastic. It opened my eyes to what's happening in the world. ”

– A Level 1 Plumbing learner





After joining the Skills and Education Group in March 2021, through August 2021, BIIAB expanded its support for recognised Centres and increased their access to different products and services offered by Skills and Education Group. Benefits include:

- › Mutual Centre recognition in Skills and Education Group Awards with no additional joining fee
- › Commissioning a new exam-proctoring service and e-learning platform
- › Improved back-office systems
- › Access to a larger dedicated team of relationship managers and compliance and regulation team
- › Greater engagement with customers, including through providing Centre events and networking opportunities with key sector partners such as the [All-Party Parliamentary Beer Group](#)
- › A range of new resources to be introduced in 2022

Skills and Education Group is committed to building an even stronger relationship with the British Institute of Innkeeping (BII). Since BIIAB was acquired, Steven Alton, Chief Executive of the BII, joined the Skills and Education Group as a Trustee. We are so pleased to have Steven's input and support at our board level. Skills and Education Group Chief Executive Paul Eeles also joined the BII board to further strengthen the strategic relationship with the BII. This partnership has already allowed BIIAB to create new initiatives for the hospitality and pub sector, and we will continue to work hard in 2022 to bring greater support to the industry. Further, since its acquisition, BIIAB also connected with wider sectors of health and social care, business support, and the education and skills workforce through key partnerships.

Since BIIAB joined the Skills and Education Group in March 2021, we have invested in the following areas:

- › A new website with a fresh look, easy-to-navigate pages, and the ability for learners to book remote and face-to-face courses
- › A dedicated marketing team to promote BIIAB through mail shots to customers and social media ([Twitter](#) and [LinkedIn](#))
- › A team of product development managers to maintain our suite of qualifications and design and develop new qualifications, keeping us on the leading edge of new qualification development and sector needs
- › A new certificate printing system, which provides digital certificates for every qualification—accessible not only by Centres but also by learners so they can send copies to potential employers, councils, etc.
- › IT support, always on hand to help whenever needed
- › Being part of Skills and Education Group as a whole and supported by all of its teams
- › Valuing and promoting of qualifications within the licensed hospitality sector, with Centre applications to run these qualifications increasing every month

40,971
COURSE REGISTRATIONS IN
2020/2021

BEST FRIENDS



INN CORNWALL SETS APPRENTICES ON A COURSE FOR SUCCESS

A hospitality-business based in Cornwall, Inn Cornwall Limited comprises three pubs: the Victoria Inn in Threemilestone, the Victoria Inn in Roche and the Norway Inn in Truro. Thanks to good relationships with local colleges such as Truro and Penwith, Inn Cornwall has been using apprenticeships for over 10 years, and is a former Cornwall Apprenticeships Employer of the Year, plus a BII National Innovation and Training Award winner.

Inn Cornwall Limited's apprentices have benefitted from BIIAB apprenticeships and end-point assessments, which have enabled them to make a successful start to their careers in hospitality.

We'd like you to meet Darren Dunstan, former Level 3 Chef de Partie Apprentice, so he can tell you about his experience in his own words.

"I found the end-point assessment to be a very smooth-sailing process. Being split up into four separate components, it gives you time to plan and get yourself ready for the next stage. My favourite and most enjoyable stage was the two-hour culinary challenge. This component requires you to plan and design a three-course menu, then prep, cook and produce the dishes in a two-hour timed assessment.

"Doing an apprenticeship has meant I can earn as I learn. This has led to me being able to learn to drive, buy a car, and now I'm even in a position to buy my first house."

There are so many diverse career pathways available in this exciting sector, and many ways in which apprenticeships can help learners to progress. Although "people don't necessarily associate pubs with having career path options, the skill set behind the schemes is so diverse," according to Mark Holden, Director of Inn Cornwall Limited.

Mark adds that "apprenticeship schemes can assist in many different areas of business, such as accounting, marketing, HR and general maintenance ... [and] apprenticeships help with retention across our company. It also provides us with a great long-term progression plan, which is appealing for when we are recruiting."

BIIAB is proud to support Inn Cornwall Limited and so many other businesses in the hospitality and care sectors, and looks forward to strengthening our services over the years to come.

“ Now that I have finished my apprenticeship, I have taken the role of sous-chef in the kitchen where my journey began, doing work experience while at school. I now manage a team of chefs, which includes two Level 2 apprentice chefs that I train and help guide through their apprenticeships. ”



Skills & Education Group Access

SKILLS AND EDUCATION GROUP ACCESS OFFERED 21 ACCESS TO HE DIPLOMAS ACROSS 6 SECTORS* ...

Supporting 2,506 Skills and Education Group Access to HE learners.

*Whilst the number of our Diplomas on offer decreased, it was due to a revitalisation and refreshing of the Diplomas on offer, resulting in an updated, condensed and streamlined portfolio.

In 2020/21*:



15
Centres registered students to Skills and Education Group Access to HE Diplomas.



74%
of students completed their Diploma within a year (some over two years).



New Access to HE Diplomas were launched for:

- > Clothing and Textiles Manufacturing
- > Early Years
- > Medicine

*From 1 Sept 2020 to 31 Aug 2021

Licensed by the Quality Assurance Agency (QAA) to validate and quality assure Access to HE Diplomas, we provide Diplomas that have been specially developed in partnership with higher education and further education experts to offer students a second chance to obtain the skills needed to go on to study for a degree at university. With new Centres, new Diplomas and an increased number of learners taking our Access to HE Diploma, it's a real success.

The Access to HE Diploma is a widely-recognised Level 3 qualification that provides **opportunities for adults to transition to higher education and retrain for a second graduate-entry profession.** Delivering locally-devised, flexible courses, the Diploma supports local and national skills needs.

2019/20*
OUR **MARKET SHARE** WAS

6.8%

Of 40,550 **NATIONALLY REGISTERED LEARNERS,****

2,465 WERE SKILLS AND EDUCATION GROUP ACCESS LEARNERS.

An **INCREASE** OF NEARLY **11%** OVER 2018/19.***

*Data for 2020/21 is not available at this time.

**Source: [Quality Assurance Agency for Higher Education \(QAA\) Key Statistics 2019-20](#)

***This increase may be, in part, due to circumstances relating to COVID-19.

We supported Access to HE learners and providers.



1,436

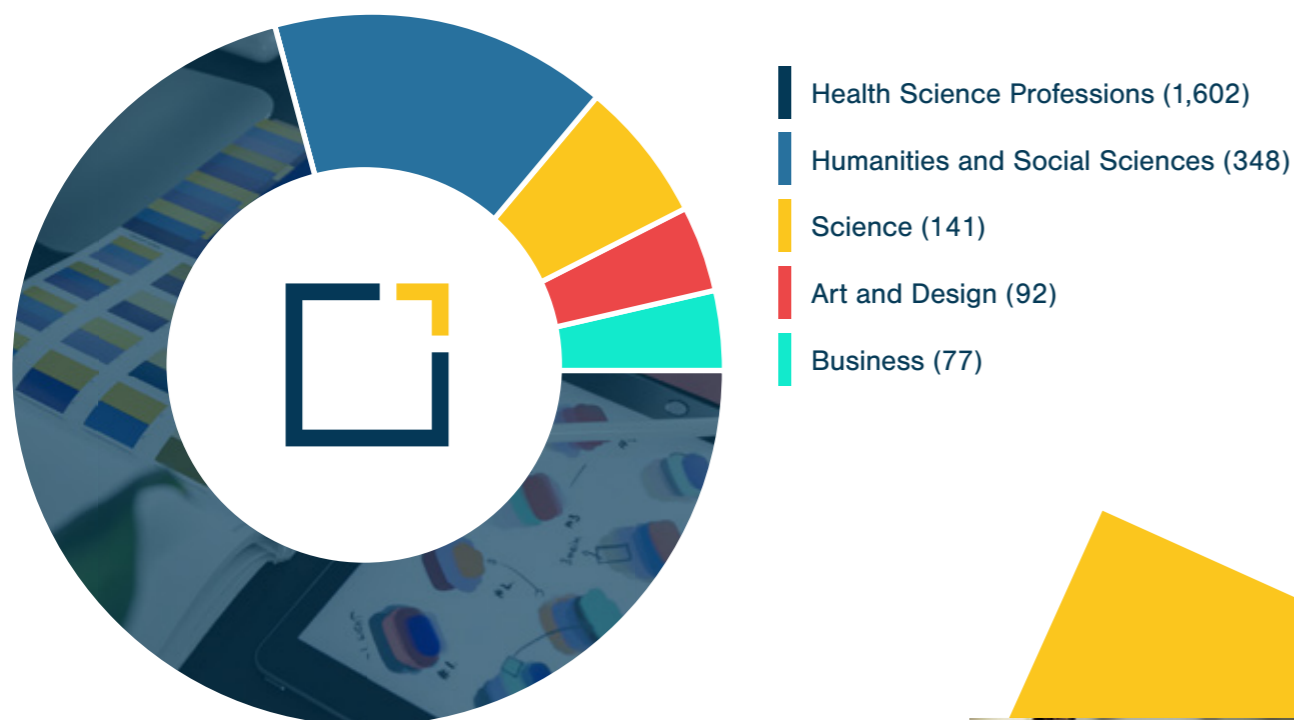
Skills and Education Group Access to HE Diplomas certificates were awarded in 2020/21 vs. 1,808 in 2019/20.*



41

more Access to HE registrations were made in 2020/21 than in 2019/2020.

Of the 17 Skills and Education Group Access to HE Diplomas, those most sought after by providers were:



*2019/20 numbers were higher due to circumstances relating to COVID-19.

With our providers, we continued to support students in attaining better opportunities for themselves and their families. We look forward to building strong relationships within our organisation and with Access to HE Centres that will last for years to come.



A York College learner

[WATCH](#)

“ Our collaboration with Skills and Education Group Access has made a positive impact as the courses remain popular and our students successfully progress to higher education institutions. It is rewarding when past students remain in touch and share their journeys in careers such as nursing, midwifery and other professions, and they credit their success and progress to their experiences on the Access course. ”

– Gina, RNN Group

WALKING ON SUNSHINE

Katie, a student at York College, completed the Access to HE Diploma in Humanities and Social Sciences, and will go on to study English at Cambridge—one of the most prestigious universities in the UK and the world.

In reflecting on her Access to HE Diploma, Katie describes the best thing about the Diploma as not a “something”, but rather a “someone”. “I had always believed that ‘life-changing’ teachers were the stuff of myth until I met a legend who conclusively proved otherwise,” she said. “On both a personal and professional level, my tutor at York College [was] unwaveringly superlative—going above and beyond (and then some!) as a tutor, and seemingly giving a subject a life of its own.”

According to Katie, the impact of the course was “asteroid-level”, in that it has made all the difference in terms of opportunities, particularly studying English at the University of Cambridge. “The Diploma has not only enabled access to higher education, but it has provided a gateway to a life I have long wanted to be part of. Now that I have my Diploma, I am looking forward to, as I see it, life beginning—in my thirties. York College and the Access course also taught me that this is not as late a start as I had first feared.”

In reflecting on her time at York, and looking forward to Cambridge, Katie offers others a piece of hard-won knowledge: “The Access course is a course for all ages and stages, which allows for lives (like mine) that are less than ordinary; which, in my opinion, is nothing less than extraordinary.”

We’d wish you best of luck, Katie, but we know you won’t need it. You’ve made it with your own hard work.

WE'RE SO PROUD OF OUR TEAM AND THEIR WORK WITH SO MANY SATISFIED CUSTOMERS. THE FOLLOWING INTRODUCES SOME OF OUR TEAM MEMBERS, DESCRIBES THE WORK THEY DO AND CAPTURES JUST HOW GOOD OUR CUSTOMERS FEEL ABOUT THEM.

Hangin' Tough



LAKEISHA CARTER, DEPUTY HEAD OF CUSTOMER SUPPORT, SKILLS AND EDUCATION GROUP

We Made It (ABOUT OUR TEAM)

What successful changes/processes have continued to stay within your role and team, carried forward from the COVID-19 pandemic?

“Brilliant team-working skills. Although the team had this before the pandemic, this has only grown and gone from strength to strength with the pandemic and remote working. The customer support team works brilliantly together, sharing best practice, covering one another’s workloads, asking for advice, learning from one another, training one another, sharing knowledge and supporting when a colleague is in need.”

What has been a personal highlight for you and/or your team during 2021 so far?

“Absorbing various BIIAB services into the team, such as BIIAB certificates, BIIAB handbooks, and BIIAB apprenticeship packs, which all adds to the areas of knowledge that are expected from the team, and also new systems and processes to be learnt in order to provide the best possible service for our customers.

“The team have taken all of this within their stride and have been keen to learn about the new services that came into the team in order to be able to provide professional advice and guidance. Process documents, logs and support guides have been created in order to support the new services in order to support with covering purposes. The team has remained positive throughout and have not been shy to learn new things and to do the best that they can possibly do.”

What do you like about working for Skills and Education Group?

“Working for Skills and Education Group makes you feel like a valued member of staff and not simply just a ‘number’. We have a great caring community within the organisation which promotes dedication to the company and encourages you to do the very best that you can do within your role.”

Hey Ya! (WHAT OUR CUSTOMERS HAVE TO SAY)

Can you provide us with positive feedback or a testimonial from a customer or colleague, personal to you or your team from 2021?

Writtle University College

“As a Centre, we are happy with the level of support provided and questions are answered quickly and effectively. I feel the award is at the correct level and contains the correct level of detail in order for learners to be sufficiently assessed and pass. Our students who have been registered on this award at the point they take this course have just passed a Masters in Vet Physio. They still find this course informative, highly relevant and enjoyable to complete. It is an excellent addition to their skill set when moving into industry upon graduation.”

Sutton College

“Support from Skills Education Group Awards has been excellent throughout. This qualification provides learners the opportunity to further their language skills as part of a structured and rigorous approach to learning. It allows them to develop in all aspects of the language and also gives them the opportunity to achieve with a nationally recognised qualification.”

Chesterfield College

“The qualification and units available for selection meet our employer needs. We involve the companies in the process and selection of the units. They also appreciate the clarity within the paperwork/learning outcomes and grading structure. We find staff at Skills and Education Group Awards to be very helpful and professional.”

1pointBolton

“Thank you Lakeisha ... Your kindness and understanding have absolutely made our week. Thank you again.”



DANIEL MOULTON, SENIOR COMPLIANCE AND REGULATION OFFICER, SKILLS AND EDUCATION GROUP

🎥 📱 🎵 We Are Family (ABOUT OUR TEAM)

What successful changes/processes have continued to stay within your role and team, carried forward from the COVID-19 pandemic?

“Excellent communication between the team, with some members of the team remaining home working but still making extremely valuable contributions.”

What has been a personal highlight for you and/or your team during 2021 so far?

“The recruitment of Sorawit Holt as the Compliance and Regulation Officer in July 2021 and his no-frills approach to taking on additional responsibilities in relation to CPC caused by a role becoming vacant.”

What do you like about working for Skills and Education Group?

“The family feel, supportive senior leadership and the variety of products/projects to get involved with.”

🎥 📱 🎵 Happy (WHAT OUR CUSTOMERS HAVE TO SAY)

Can you provide us with positive feedback or a testimonial from a customer or colleague, personal to you or your team from 2021?

“Our experience with Skills and Education Group Awards—everyone we have dealt with—has given us confidence in moving forward in planning and developing our Level 4 course. I would highly recommend our experience to date and look forward to a good working partnership, and grateful to be able to progress.” (In relation to Centre recognition)



DARREN LAKE, PRODUCT DEVELOPMENT MANAGER, SKILLS AND EDUCATION GROUP

🎥 📱 🎵 High Hopes (ABOUT OUR TEAM)

What successful changes/processes have continued to stay within your role and team, carried forward from the COVID-19 pandemic?

“The team and I continue to offer exceptional customer service in this time of ongoing uncertainty.”

What do you like about working for Skills and Education Group?

“I feel that the organisation cares about me and is committed to quality. I have the materials and equipment to carry out my duties whether in the office or when working from home. I am recognised for the work that I do and am clear on what is expected of me. I feel that my opinion counts and I have the opportunity to develop and progress my career here at Skills and Education Group Awards.”

LOVELY DAY: REFLECTIONS FROM A LEARNER 🎥 📱 🎵

Darren,

Over a year ago on a Saturday morning you were very kind to take a call from me and give me very welcome clarity, out of hours, over the degree of validity of online Counselling sessions. As a result I went on to qualify for my Therapeutic Counselling Level 4 qualification.

Just wanted to let you know that the location where you took my call is on a walk I make often, and when I see the bench where I sat as we talked, I think gratefully of your can-do attitude and encouraging helpfulness for me in the midst of COVID-lockdown confusion.

Keep on exercising that generous gift of your personality, beyond the parameters of your job description. It keeps students on the right side of hopeless anxiety!

All the best,

John Kenny

📺 📶 🎵 At Your Side

Because of our work ...

- › Teachers and leaders are developed that will make a difference to countless hundreds of thousands of people's life chances.
- › People learn and teach in safe environments because of our networks focused on issues that affect people with protected characteristics.
- › People are supported to participate and remain in learning through our grants.
- › Over 50% of the cars on the roads in the UK are safe (due to our MOT annual assessment).
- › Alcohol is safely dispensed and managed in over 60% of pubs in the UK (because of our Level 2 Award for Personal Licence Holders Qualification (APLH)).
- › Each year, in excess of 2,000 learners progress on to university, having achieved one of our Access to HE Diplomas.

But don't take our word for it ...



**SKILLS AND EDUCATION GROUP
ACCESS CASE STUDY**

WATCH



**SKILLS AND EDUCATION GROUP
AWARDS COUNSELLING CASE STUDIES**

WATCH



**LEARNER EXPERIENCE – LEVEL 1
AWARD IN WORKERS' RIGHTS AND
LABOUR ABUSE**

WATCH

You Get What You Give

I'd like to take this opportunity to thank everyone who has worked so hard on this report, and to thank you for taking the time to read it.

Although we are all familiar with the challenges that have faced the skills and education sector, and society at large over the past academic year, we have made great strides in continuing to hone Skills and Education Group's ability to respond to these challenges.

In particular, we have worked hard to develop our workforce and the tools available to them in order to be a fundamental piece of the jigsaw that is further education. I believe that this report speaks to this, and serves as inspiration and motivation to continue to strengthen our team, our organisation and our sector.

As we look forward, I'd like to tell you about our work with the Education and Training Foundation, Nottingham Trent University, The Good Governance Institute and stakeholders within further education to develop a "governance maturity matrix" to ensure that good governance becomes embedded within our sector. This matrix will help to address the major risks of "non-mature", complex, non-transparent and ineffective governance, which has a detrimental impact on learners—including fraud, insolvency and poor outcomes.*

The Matrix will also serve as a "practical tool for reflection on current organisational performance against a range of indicators of good governance", "demonstrate how boards can develop governance to a level of maturity that makes it both impactful and sustainable", and support boards in implementing developmental programmes that "facilitate a strengthening of institutional governance and leadership over a longer period of time".*

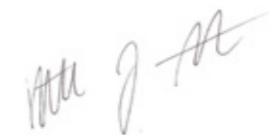
By levelling up standards of governance, we can empower colleges and organisations to address problems earlier, including around current issues such as sustainability, inclusion and digital.

At the same time, whilst all of us at Skills and Education Group well understand the importance of challenging ourselves to learn, grow and do better, we also know that a key part of learning is to appreciate successes and celebrate wins.

With this in mind, I'd like to close by congratulating:

- > The Centres and providers delivering skills training and education
- > The practitioners and senior managers across the skills and education sector supporting and maintaining excellence for all ...
- > The employers seeking out training and education opportunities for their workforce ...
- > The staff across the Skills and Education Group family who are building our organisation and delivering exceptional quality ...
- > The Trustees across the Skills and Education Group for providing their time, knowledge and expertise in helping to drive the Group forward ...
- > And all the learners committing to journeys that will improve their lives, their communities, and our society ...

Thank you all for your efforts, and warmest regards,




Atholl Stott

Chair of Trustees

*Source: [Further education still needs more effective governance](#)



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