



Actions Undertaken as a Result of the Step Ahead Report 2005

The following observations were contained in the Step Ahead 2005 survey summary as areas needing some level of improvement:

1. Employer Comment

- Employers would welcome more feedback on employees' progress and were not clear as to how this would happen.

Action Undertaken to Close this Gap

- A reporting procedure has been created and is being implemented.

2. Employer Comment

- Employers were not clear about the service they would get from the College.

Action Undertaken to Close this Gap

- The College created an Employer Charter which has been communicated to all employers and staff.

3. Employer Comment

- Employers would like the College to keep more in touch.

Action Undertaken to Close this Gap

- Four posts for Skills Advisors have been created and staff have been recruited to these roles.
- A PDA (broker) has been employed to work with Business Link and other partners, to visit local employers and carry out TNAs/BNAs

4. Employer Comment

- Smaller companies were less happy with the quality of delivery.

Action Undertaken to Close this Gap

- Several ESF projects have been attracted to the College. These are particularly targeted at SMEs.

5. Employer Comment

- Companies in the Manufacturing and Construction industries were slightly less happy with the College.

Action Undertaken to Close this Gap

- Curriculum areas are identifying reasons for dissatisfaction and creating solutions.