

115 Travel Services - Final Report on Review



This paper sets out a summary of the findings of the review of delivery models, activity levels and activity costs for the Travel Services frameworks

Background

The review of activity costs is based on a standard methodology and modelling tools that are being applied consistently across all sectors in scope.

The approach is based on:

- Access to LSC data to inform the review
- Dialogue with the sector body on apprenticeship issues
- Interviews with effective providers (i.e. those providers with good or above average inspection grades and apprenticeship success rates) to establish activity levels
- An expert panel meeting to review data and evidence on activity levels
- Modelling of activity costs against provider data and panel advice
- Consultation with the sector on the panel advice and issues emerging
- Moderation of panel advice by an LSC project group

LSC Data

LSC data from 2004/05 ILR data used to inform the review were:

Numbers in Learning

	Starts (Monthly Average 2005)*			Total In Learning (July 2005)
	16 - 19	19+	Total	Total
Apprenticeship	84%	16%	16	443
Advanced	87%	13%	62	1,616

Source: ILR 2004/2005

*Average taken from quarterly reports (January/April/July/October 2005)

Funding Rates for NVQs and Apprenticeships

Success Rates

	Framework	NVQ
Apprenticeship	30%	14%
Advanced	33%	22%

Source: ILR 2004/2005 Period 12

Average Length of Stay in Months

	Non completion	Framework	NVQ Only
Apprenticeship	6.9	14.0	14.7
Advanced	12.3	22.1	23.6

Source: ILR 2004/2005 Period 12 and LSC Data

Note: *There are a relatively small number of providers in the sector and the data averages are 'skewed' by three large providers who account for 86% of all leavers in 2004/05.*

Provider Interviews

A sample of effective providers was identified in discussion with People 1st.

These providers were interviewed in June and July 2006 through a series of visits to provider locations.

A completed survey form was shared with each provider to review and update. A summary of the activities and issues emerging was shared with the providers in the interview sample for comment and feedback.

Models of Delivery

The models of delivery identified through the sample of providers interviewed were:

- Some group based activity
- Significant access and use of self directed materials
- Work based support and assessment of learners
- Active employer support and engagement - some employers trained as assessors
- A mixture across providers of progression from an apprenticeship to an advanced apprenticeship programme or direct entry to an advanced apprenticeship programme

Funding Rates for NVQs and Apprenticeships

Apprenticeship

Activity Levels

Reported activity levels were:

- Planned time to complete ranged from 10 to 16 months
- Group based hours ranged from 75 to 180 hours
- Self directed learning materials estimated at £ 60 per learner
- Assessor caseloads of between 1:30 and 1:40
- Employer support and mentoring for underpinning knowledge and skills

Advanced Apprenticeship

Activity Levels

Reported activity levels were:

- Planned time to complete 24 months for direct entry and between 12 and 24 months for a progression pathway
- Group based hours ranged from 60 to 90 hours
- Self-directed learning materials estimated at £ 120 per learner
- Assessor caseloads of between 1:30 and 1:40
- Employer support and mentoring for underpinning knowledge and skills development

Expert Panel

People 1st convened an expert panel with representatives from:

- People 1st
- Adult Learning Inspectorate
- An awarding body
- A lead provider
- The consultant to the project

Funding Rates for NVQs and Apprenticeships

The panel met on 20 October 2006 and reviewed the data and evidence from the LSC and provider surveys. The panel used this evidence to formulate advice on activity levels for effective delivery.

The panel noted that new standards have been in place since August 2005 and that under these new standards an advanced apprentice has to complete an NVQ 2 and an NVQ 3 to complete the framework.

Providers reported that they have to apply to People 1st for an exemption where a learner enters direct on to the advanced apprenticeship based on an assessment of their knowledge and experience of the sector.

The panel reviewed the LSC data from 2004/05 on the previous standards where there were multiple NVQs and noted that the majority of learners were following the *Leisure and Business Travel* NVQ pathway.

The panel discussed the options within the current single NVQ and were concerned that some options were currently not viable as there is no suitable technical certificate route to support that option.

The advice from the panel was circulated to panel members after the meeting for their further comment and approval.

Funding Rates for NVQs and Apprenticeships

Expert Panel Advice for Apprenticeship Delivery

The expert panel set out their advice as a basis for establishing the costs of a model 'of effective delivery. *This is not intended to be a 'recipe' that providers should follow.*

Activity	Panel Advice 2006	Notes and Comments
Planned Time to Complete	14 Months	Estimated time for effective delivery based on provider interviews and LSC data
Group based knowledge and skills	120 hours	Based on a series of 20 day release sessions of 6 hours with some additional time allocated to group based work on key skills
Work based knowledge and skills	2.5 days	A programme of 14 monthly visits to the work place with most visit time allocated to further knowledge and skills development and work based observation and assessment
NVQ assessment and support	3.0 days	
NVQ quality assurance	1.25 days	Lead internal verifier time per learner for joint assessor visits, portfolio sampling and moderation meetings and activities
Group based key skills	60	The panel suggested that key skills would be delivered through the programme of group based training sessions and further access to key skills workshops and tests making a total of around 60 hours of group or workshop activities.
Work based key skills	0	
Regular review	1.2 days	Delivered as part of the programme of work based visits and through provider resources for learner support
Learner support	1.2 days	
Entry activities 1:1	1.5 days	An entry programme based on an interview (1/2 day), assessment (1/2 day) and a work based induction (1/2 day) all 1:1 time with an assessor
Group based induction	14 hours	A two day induction programme of ERR, Health and Safety, introduction to the sector and NVQ portfolio evidence collection
Registration Certification	£ 196	Based on costs of NVQ, Key Skills and sector body certificate

Notes

The allocated time for work based assessor activity is equivalent to a *full-time* assessor caseload of 1:30 with separate staff responsible for entry activities and any key skills support

Funding Rates for NVQs and Apprenticeships

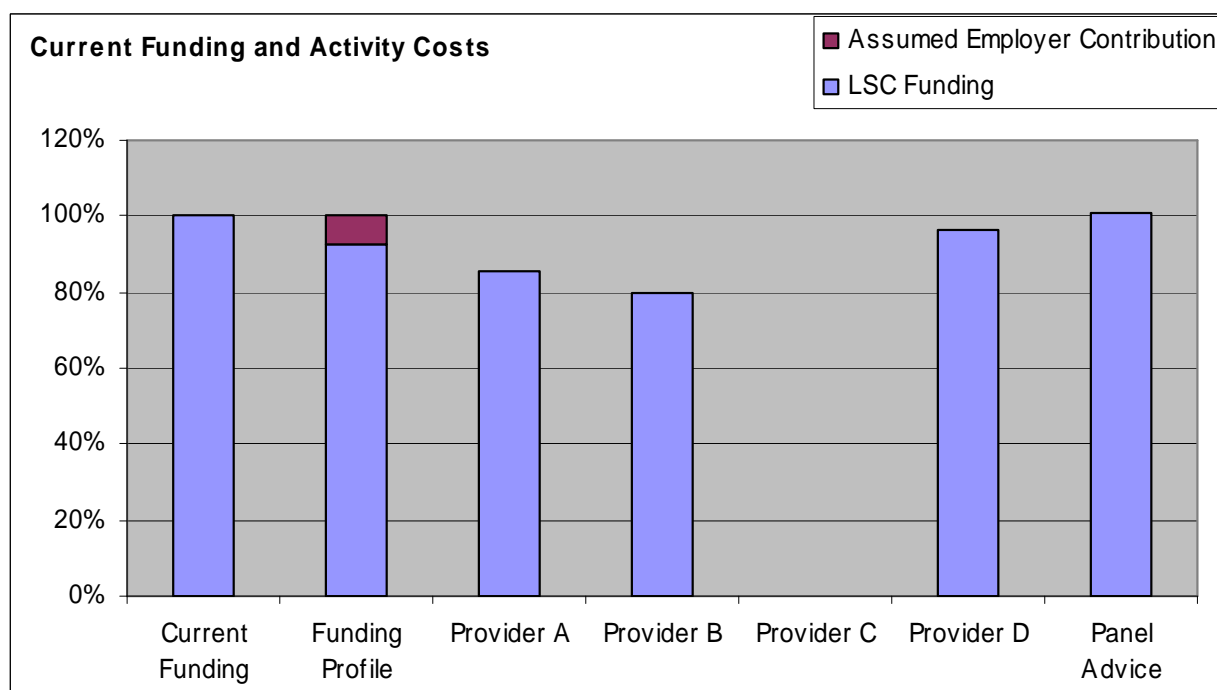
Activity Costs for Apprenticeship Delivery

The activity costs model has been set up to compare the LSC funding in 2005/06 to the reported activity levels and the following costs assumptions:

- Group based classroom activity weighted at factor A¹
- Assessor employment costs weighted at factor A² based on independent research on salary rates and employments costs
- Registration and Certification costs of £ 196 based on information collected from awarding bodies

The model includes a factor for success rates and this is based on the reported 2004/05 success rates of 30% uplifted to a minimum level of 50% to reflect improvement in success rates by 2007/08.

The activity costs emerging from the review were:



This suggests that activity costs for *effective delivery* are around the current funding rates.

¹ This is based on the LSC programme weighting factors for guided learning hours

² A separate report on employment costs provides more details of the bands and methodology used to map sectors to employment bands

Funding Rates for NVQs and Apprenticeships

Expert Panel Advice for Advanced Apprenticeship Delivery – Direct Entry

The expert panel set out their advice as a basis for establishing the costs of a model 'of effective delivery. *This is not intended to be a 'recipe' that providers should follow.*

Activity	Panel Advice 2006	Notes and Comments
Planned Time to Complete	26 Months	Estimated time for effective delivery based on provider interviews and LSC data
Group based knowledge and skills	240 hours	Based on a series of 40 day release sessions of 6 hours with some additional time allocated to group based work on key skills
Work based knowledge and skills	5.0 days	A programme of 24 monthly visits to the work place with most visit time allocated to further knowledge and skills development and work based observation and assessment
NVQ assessment and support	6.0 days	
NVQ quality assurance	2.25 days	Lead internal verifier time per learner for joint assessor visits, portfolio sampling and moderation meetings and activities
Group based key skills	60 hours	The panel suggested that key skills would be delivered through the programme of group based training sessions and further access to key skills workshops and tests making a total of around 60 hours of group or workshop activities.
Work based key skills		
Regular review	2.25 days	Delivered as part of the programme of work based visits and through provider resources for learner support
Learner support	1.5 days	
Entry activities 1:1	1.5 days	An entry programme based on an interview (1/2 day), assessment (1/2 day) and a work based induction (1/2 day) all 1:1 time with an assessor
Group based induction	14 hours	A two day induction programme of ERR, Health and Safety, introduction to the sector and NVQ portfolio evidence collection
Registration Certification	£ 211	Based on costs of NVQ, Key Skills and sector body certificate

Notes

The allocated time for work based assessor activity is equivalent to a *full-time* assessor caseload of 1:30 with separate staff responsible for entry activities and any key skills support

Funding Rates for NVQs and Apprenticeships

Expert Panel Advice for Advanced Apprenticeship Delivery – Progression from an Apprenticeship Programme

The expert panel set out their advice as a basis for establishing the costs of a model 'of effective delivery. *This is not intended to be a 'recipe' that providers should follow.*

Activity	Panel Advice 2006	Notes and Comments
Planned Time to Complete	12 Months	Estimated time for effective delivery based on provider interviews and LSC data
Group based knowledge and skills	120 hours	Based on a further series of 20 day release sessions of 6 hours with some additional time allocated to group based work on key skills
Work based knowledge and skills	2.5 days	A further programme of 12 monthly visits to the work place with most visit time allocated to further knowledge and skills development and work based observation and assessment
NVQ assessment and support	3.0 days	
NVQ quality assurance	1.0 days	Lead internal verifier time per learner for joint assessor visits, portfolio sampling and moderation meetings and activities
Group based key skills	60 hours	The panel suggested that key skills would be delivered through the programme of group based training sessions and further access to key skills workshops and tests making a total of around 60 hours of group or workshop activities.
Work based key skills		
Regular review	1.0 days	Delivered as part of the programme of work based visits and through provider resources for learner support
Learner support	1.0 days	
Entry activities 1:1	1.0 days	An entry programme based on further interview (1/4 day), assessment (1/4 day) and work based induction (1/2 day) all 1:1 time with an assessor
Group based induction	14 hours	A further two day induction programme of ERR, Health and Safety, introduction to the sector and NVQ portfolio evidence collection
Registration Certification	£ 189	Based on costs of NVQ, Key Skills and sector body certificate

Notes

The allocated time for work based assessor activity is equivalent to a *full-time* assessor caseload of 1:30 with separate staff responsible for entry activities and any key skills support

Funding Rates for NVQs and Apprenticeships

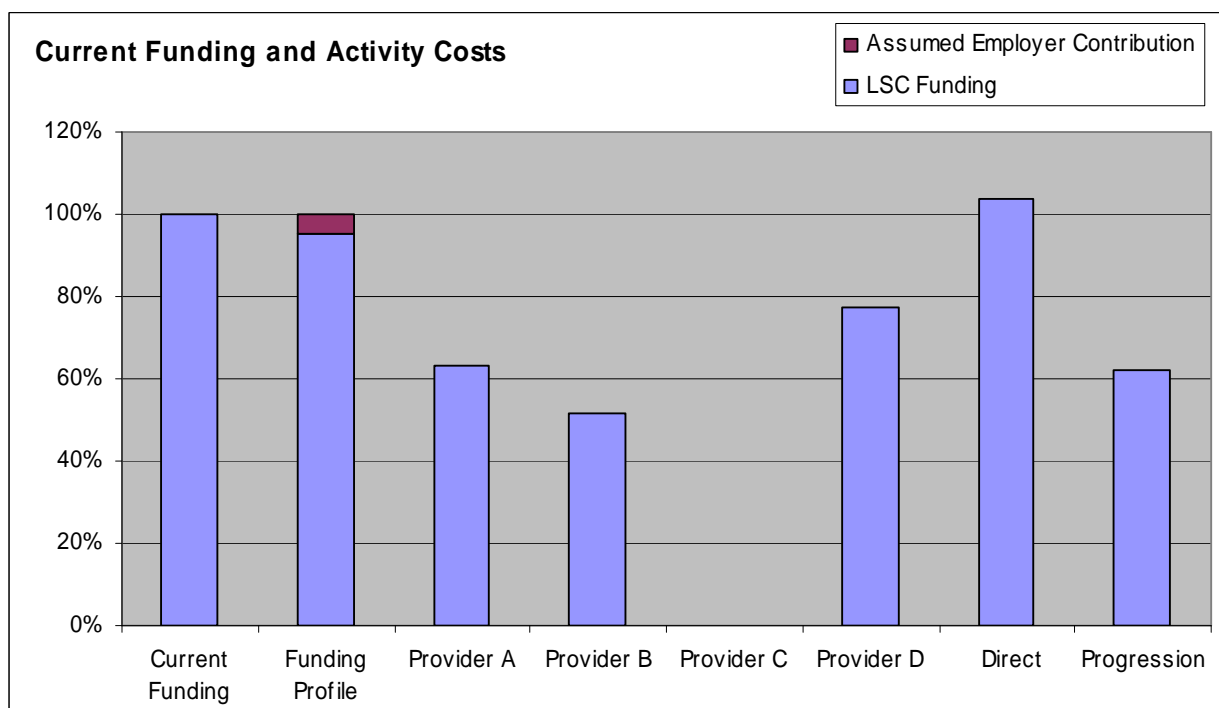
Activity Costs for Advanced Apprenticeship Delivery

The activity costs model has been set up to compare the LSC funding in 2005/06 to the reported activity levels with the following costs assumptions:

- Group based classroom activity weighted at factor A³
- Assessor employment costs weighted at factor A⁴ based on independent research on salary rates and employments costs
- Registration and Certification costs of £ 211 based on information collected from awarding bodies

The model includes a factor for success rates and this is based on the reported 2004/05 success rates of 33% uplifted to a minimum level of 50% to reflect improvement in success rates by 2007/08.

The activity costs emerging from the review were:



This suggests that activity costs for *effective delivery* are around the current funding rates for direct entry with a significant reduction against the current rates where a learner has completed an apprenticeship programme prior to entry on to an advanced apprenticeship programme.

³ This is based on the LSC programme weighting factors for guided learning hours

⁴ A separate report on employment costs provides more details of the bands and methodology used to map sectors to employment bands

Funding Rates for NVQs and Apprenticeships

Moderation and LSC Data Modelling

The LSC has established a moderation group with representation from the Association of Learning Providers to review panel advice and activity costs

The advice from the People 1st expert panel was reviewed at the moderation meeting in October 2006. The panel advice on activities was used to model the activity costs and the funding rates for the apprenticeship and the advanced apprenticeship.

The moderation group took the view that the work based knowledge and skills development time was slightly overstated and this was reduced by 0.5 days leading to assessor caseloads of just over 1:30 – closer to the reported caseloads for the sector.

Funding Rate Changes

The LSC is implementing changes to the funding rates based on the review and the advice on activity levels and activity costs and the decisions of the moderation group.

The changes are:

Apprenticeship

- A reduction of 2.5 % to the NVQ rate

Advanced Apprenticeship

- A reduction of 80% of the NVQ2 from the NVQ 3 rate for a learner who progresses from an apprenticeship programme or a NVQ2 programme in Travel to an advanced apprenticeship programme
- No change to the NVQ 3 rate for a learner who enters the framework without any prior level 2 knowledge and skills