

Skills Bootcamps

Interview Questions for Customer Referees

Applicant Name			
Reference Organisation	<i>Please enter the name of your organisation and select organisation type from the drop-down menu.</i> Choose an item.		
Reference contact name			
Scorer Name			
Date		Time	

Question 1 – Develop Training

Please can you describe for us an occasion where company X has successfully developed for your organisation an employer -led training programme at level 3 to 5 or equivalent (level 2 or above in construction and green sectors) to meet your needs in the last 3 years?

This could be a commercial training or government funded training i.e., Skills Bootcamp, ESF training, Traineeship, Apprenticeship etc.

Question 2 – Deliver Training

Can you describe for us an occasion where company X has successfully delivered for your organisation an employer -led training programme in (project scope) at level 3 to 5 or equivalent (or level 2 to 5 Construction and Green Sectors) to meet your needs in the last 3 years?

- 2.1 If yes please describe what was the outcome (completion of the training for the existing employee/s that led to promotion, new employee/s)
- 2.2 If it is government funded programme, please describe (completion of the training, job outcome, pathway to apprenticeships etc.)
- 2.3 Was the delivery mode in house, on site (training centre), online or hybrid?
- 2.4 Was a site visit conducted prior to the start of the delivery?
- 2.5 Did the outcome meet your skills needs?

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Question 3 - Quality Control

How would you describe the quality of training delivered by company X to your organisation?

- 3.1 Was the supporting evidence provided satisfactory?
- 3.2 Please give example of the supporting evidence provided.
- 3.3 In general, did the quality of the training and outcome meet your expectation (as agreed in the contract/ grant agreement)?
- 3.4 Was the training accredited by an awarding organisation or was it bespoke training?
- 3.5 Was the training externally verified or quality assured by e.g., an Awarding Organisation, a Sector Skills Council, DfE or similar organisation?

Question 4 – Jobs & Apprenticeships Placement

Please can you describe for us an occasion in which Company X successfully placed people in jobs, which may be an apprenticeship, requiring Level 3-5 or equivalent skills (or Level 2 or equivalent for providers proposing to deliver Level 2 training within Sector 5 Construction Skills and Sector 7 Green Skills), for your organisation, related to (mention bid scope), in one or more of the last 3 years?

Was the job outcome sustainable for a minimum of 12 weeks?

Question 5 – Wraparound Services

Please can you describe for us an occasion in which Company X successfully delivered for your organisation, a wraparound service, using a coaching and mentoring approach, from programme application stage, during, and post programme, to moving people into jobs (which may be an apprenticeship), new roles and opportunities, in one or more of the last 3 years?

This should include upfront screening of applicants, soft skills (or work readiness) training to support the occupational skills training, vacancy/role/opportunity identification, providing pastoral services to help participants complete the program, and follow-up services to participants and employers to support job placement?

Please describe how the wraparound service provided benefit to your existing employees/ or to your new recruit?

Question 6 – Spend Value/No of Learners

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Please can you tell us the number of learners and total spend value of the work Company X successfully delivered for your organisation in 1-4 above? Please note, that this will be treated with utmost confidentiality