

CLOSER TO INDUSTRY

ENGINEERING AND MANUFACTURING
RAIL
ELECTROTECHNICAL
PLUMBING
GAS
LOGISTICS AND OPERATIONS
BUSINESS IMPROVEMENT TECHNIQUES
BUSINESS AND SUPPORT SERVICES
FUNCTIONAL SKILLS



SKILLS FOR INDUSTRY

FROM THE
UK'S
SPECIALIST
SKILLS
PARTNER
AND
INDUSTRY
AWARDING
ORGANISATION

EAL CLOSER TO INDUSTRY

EAL is the specialist skills partner and awarding organisation for industry. We are committed to investing in the industries we serve and the careers of the people working within them. Through industry partnerships and years of experience supporting our core sectors, we have built unrivalled knowledge and understanding of employer skills needs. As a result, EAL's skills solutions and qualifications are respected and chosen by employers to deliver real career benefits for all our learners.

Collaboration is the cornerstone of everything we do. Our long-term partnerships with employers, professional bodies and our parent organisation, Semta, help us offer qualifications and skills solutions that are fine-tuned to the needs of our sectors. For our learners, this delivers added value and underpins their careers in industry.

Through our *External Quality Assurance Service* we work hand in hand with our recognised Centres to support the highest standards in training and qualifications delivery. For employers, this approach delivers a value-added service and assurance that their learners achieve the standards required by industry. Our Centres can also rely on their dedicated EAL External Quality Assurer (EQA) as a trusted partner for expert support and guidance.

In the last ten years, 1.3 million people in the UK embarked on an EAL qualification in schools, academies, university technical colleges (UTCs), colleges, universities, private training facilities and workplaces across the UK. Many thousands more industry employees have benefited from bespoke EAL solutions, designed to help companies credit the achievements of their employees.

Our industry expertise, coupled with our commitment to quality and unrivalled service, means thousands of employers – from blue chip, household names to small and micro companies – opt to use EAL services to develop the skills of their employees.

We also work internationally with employers and providers who recognise the value of high quality, relevant training programmes.



EAL SECTORS

EAL operates at the heart of industry, offering qualifications that are based on unrivalled knowledge and experience in the sectors we serve.

ENGINEERING AND MANUFACTURING

We cover the engineering sector from aerospace, marine and automotive engineering to mechanical and core operations, with a qualifications portfolio that caters for the full spectrum of technologies and industrial applications.

ELECTROTECHNICAL

EAL works hand in hand with leading electrical employers and professional trade associations to ensure that our qualifications enable qualified professionals to deliver outstanding services in domestic, commercial and industrial settings.

PLUMBING AND GAS

EAL's portfolio of plumbing and gas qualifications has been designed to equip learners with the knowledge and skills to work across a range of domestic, commercial and industrial environments. It has been tailored to support both existing workers and new entrants to the sector, and also caters for employees in customer service, supervisory and management roles to improve their understanding of industry practices.

BUSINESS IMPROVEMENT TECHNIQUES

Our qualifications in business improvement techniques (BIT) are an ideal complement for job-specific qualifications. They help learners to apply a range of methodologies to achieve sustainable advances in working practices.

RAIL

EAL's suite of railway engineering qualifications has been developed to meet the growing demand for skilled workers in the rail sector, as well as to deliver the knowledge to promote safe working environments for the future.

EAL's rail qualifications have also been designed to sit within the latest apprenticeship frameworks, making them a flexible option for any business specialising in the rail sector.

FUNCTIONAL SKILLS

EAL's functional skills qualifications cover fundamental practical skills in English, mathematics and information and communications technology (ICT).

LOGISTICS AND OPERATIONS

EAL's qualifications in logistics and operations cover activities such as warehousing, storage and logistics operations management. They help businesses run at full capacity and ensure the safe and timely movement of goods from business to business and from business to the customer.

BUSINESS AND SUPPORT SERVICES

EAL offers a range of qualifications and CPD courses designed to help businesses drive improved efficiencies and productivity. Providing a flexible approach, EAL's qualifications cover customer service and administration through to team working and leading, management and leadership.

FIT FOR THE FUTURE

At the forefront of industry skills, EAL liaises with industry employers to design and deliver qualifications that are finely tuned to future skills needs, analysing and responding to both current and projected business needs. We're dedicated to offering robust and relevant qualifications you can rely on - now and in years to come.



APPRENTICESHIPS FOR THE FUTURE

Apprenticeships, powered by high quality qualifications, are vital for the future of UK industry.

Apprenticeships have always been a robust and respected entry point to industry careers. Politically, apprenticeships have never been higher on the agenda. The government has committed to achieving 3 million apprenticeships by 2020 and the new apprenticeship standards (Trailblazers), are already coming into force.

EAL supports apprenticeship provision across the board, in line with the needs of industry employers. Our qualifications are designed for apprentices throughout industry, equipping them with the skills and knowledge they need to build successful careers in industry.

EAL qualifications sit within a range of industry apprenticeship frameworks including:

- **engineering and manufacturing**
- **railway engineering**
- **electrotechnical**
- **plumbing**
- **gas and utilities**
- **logistics and operations.**

EAL also offers validation of training provided by employers as part of an apprenticeship to ensure all employers receive a fully recognised programme, backed by an awarding organisation.

Our new bronze, silver and gold apprenticeship packages provide employers with a range of options designed to support the development of apprenticeship programmes – from qualifications and accreditation to bespoke solutions.

For businesses seeking support to respond to the latest policy changes or create the optimum structure in which to take on an apprentice, EAL can also provide expert consultancy support.

FLEXIBLE SOLUTIONS FROM EAL

EAL works with your business to understand your specific skills needs. We offer expert consultancy to provide advice and guidance which your organisation can utilise to improve your vocational services and we can tailor our products to suit your specific needs. Our approach is focused on your business and your preferences, and we work with you to achieve an approach that's fit for purpose and delivers the level of assurance you need. We don't pre-define the approach or outcomes.

EAL's Flexible Solutions offer training services to employers with the benefit of independent accreditation, therefore any provider can utilise this service. This results in higher levels of credibility, competitive market advantage and increased revenue opportunities. Employers themselves can accredit in house training programmes to add clear benefits to their own provision through recognition and certification.

Validation, leading to accreditation from industry experts, means you can be confident in meeting your employer obligations in ensuring staff are instructed, informed, trained and supervised properly. We'll also make sure that provision meets your specific business objectives as closely as possible.

Through our team of industry experts, we offer a range of levels of assessment or validation support, to suit your specific requirements:

CERTIFICATE OF ATTENDANCE

Formalised recognition of learner attendance and participation.

CERTIFICATE OF ACHIEVEMENT

Independent recognition that your learners meet the required aims and objectives of your company's training programme.

EAL VOCATIONAL QUALIFICATION

Designed to meet your specific business needs, and with the hallmark of a national qualification, this option is unique to your business without being regulated.

MODIFICATION OF AN EXISTING REGULATED QUALIFICATION

Sometimes the most effective solution is to modify or adapt an existing qualification to suit your particular needs.

BESPOKE SOLUTIONS

Tailor made solutions and expert advice to meet your company's specific training or qualifications needs and help you navigate the fast evolving skills landscape.



BRINGING SCHOOLS & YOUNG PEOPLE CLOSER TO INDUSTRY



EAL works closely with schools and young people to inspire the next generation of potential apprentices who are still making their career choices.

Many industry employers are actively engaged in working with schools or education initiatives, but we want to ensure that this becomes the norm across the UK.

To help secure future skills in industry, EAL is encouraging schools, academies and university technical colleges (UTCs) to pledge their commitment to offering impartial careers advice, build closer ties with industry employers and welcome apprentices to talk to students.

By signing our *Closer to Industry* pledge, participating educational organisations agree to:

- **provide unbiased careers advice and promote apprenticeships and the vocational route as equal to academic routes into higher education**
- **invite industry apprentices to visit their establishment to share their personal experiences with students and talk about careers in industry**
- **work with local employers to offer their students a chance to experience work in modern day industry through careers fairs, work experience and visits.**

EAL QUALIFICATIONS IN THE SCHOOL CURRICULUM

EAL is developing a growing portfolio of qualifications that can be used as part of the school curriculum at KS4 and KS5. Our suite of engineering, electrical, plumbing and heating qualifications provide young people aged 14-19 with a seamless progression path from school to apprenticeships and industry careers.

Developed and recognised by industry employers, EAL's schools qualifications offer a practical insight into industry and are designed to inspire young people to explore the potential of a career in engineering, electrical, plumbing and heating.

Our KS4 and KS5 qualifications are included in the 2017 Performance Tables and contribute to school league tables. They are fully future-proofed, supported by innovative, interactive materials, attract SFA funding and count towards the Progress 8 measure.

DRIVING VOCATIONAL QUALIFICATIONS IN THE CLASSROOM

F1 in Schools is a national and international competition that challenges young people to overcome design and engineering issues as they build and race model Formula 1 cars. As an official partner of F1 in Schools, EAL has developed opportunities for schools, colleges and UTCs to link their pupils' participation in the programme to the GCSE curriculum.

Each young person taking part in F1 in Schools will have the chance to gain a nationally recognised qualification – an EAL Level 1 Foundation Certificate in Engineering Technology – designed to set them on the right track for a future career in industry. This qualification is equivalent to one GCSE, is included in performance tables and offers transferrable progression onto other engineering qualifications.

Our partnership also means colleges now have the opportunity to deliver the EAL Engineering in Motion Traineeship to learners taking part in the F1 in Schools' Engineering in Motion Challenge. This nationally recognised qualification includes a Level 1 Certificate in Engineering Technologies, a Level 2 Certificate in Preparation for Working in the Engineering Manufacturing Industry (PWEMI) and a work placement.

The mapping between participation in the F1 in Schools challenges and EAL qualifications has already been done for you and EAL experts are available to support schools, colleges and UTCs every step of the way.

WORKING CLOSELY WITH EAL CENTRES

We are committed to helping our Centres meet industry skills demands with rigorous and high quality training delivery.

EAL continually evolves its qualifications and support services, creating innovative solutions that help Centres access funding streams and maximise revenue, whilst offering valuable industry career opportunities to learners.

UNRIVALLED SUPPORT AND EXPERTISE

Supporting our Centres in achieving high quality provision of qualifications is central to what we do. Our External Quality Assurers (EQAs) are vital to this service, offering expert, dedicated support. Each EQA is a fully qualified, time served expert in the industries they serve.

EAL Centres also benefit from support from our friendly, knowledgeable Customer Services Team by telephone and email.

KEEPING OUR CENTRES INFORMED

We understand that for our Centres to offer the highest quality provision and learner experience, timely information and advice is essential. Our weekly Spotlight e-newsletters – designed especially for busy Centre staff – coupled with regularly updated website information, real-time social media feeds and visits from your dedicated EQA, means that our Centres always feel informed and supported.

Our support surgery webinars and roadshows are also extremely popular, providing the opportunity to hear from different experts and support teams within EAL, find out specific information and share your experiences.

HIGH QUALITY SUPPORT MATERIALS

We are here to help ease the operational burden of Centres delivering vocational qualifications. Our high quality resources and materials are specifically designed to help reduce preparation time, support best practice and ensure consistent standards.



SUPPORTING INDUSTRY POLICY INTERESTS

The profile of apprenticeships in England continues to rise with cross-party backing and ambitious government targets.

The All-Party Parliamentary Group (APPG) on Apprenticeships has never been more relevant. Initiated by EAL in 2012, the group continues to meet regularly bringing government ministers, opposition MPs, employers of all sizes and apprentices together to discuss current issues.

As the lead sponsor of the group, EAL ensures that industry employers and training providers – for whom apprenticeships are crucial – have their voices heard in policy debate.

The Chair of the APPG actively champions apprenticeships by visiting and listening to employers, training providers and schools and reporting findings back to government.



INDUSTRY SKILLS AT HOME AND ABROAD

In the last 10 years alone, EAL has reinvested more than £10 million into supporting industry skills. This investment, combined with our close collaboration with employers, means we can now offer the most industry-relevant skills portfolio, including unique specialist qualifications designed by EAL which are essential to support skills in the industries we serve.

Our commitment to supporting our core sectors in the UK gives us unrivalled knowledge and understanding of current and future employer skills needs. We also operate overseas, drawing on our industry experience and knowledge to help drive up skills globally.

UNDERPINNING VITAL INDUSTRY SECTORS

EAL qualifications and awards provide the skills infrastructure for critical sectors of the UK economy. From engineering to logistics and plumbing to rail, EAL qualifications are at the heart of vocational skills across the UK.

With major national investment in the rail infrastructure, the steady growth of British manufacturing and the government's target of 3 million apprenticeships by 2020, EAL qualifications are more important than ever if the UK economy is to respond to the skills challenge and retain its competitive edge in the global race.

INTERNATIONAL GROWTH

As well as being the leading provider of qualifications for our core sectors in the UK, EAL also works with a host of industry partners from around the world that recognise the value of high quality, industry qualifications, and rely on EAL to add value and grow their businesses.

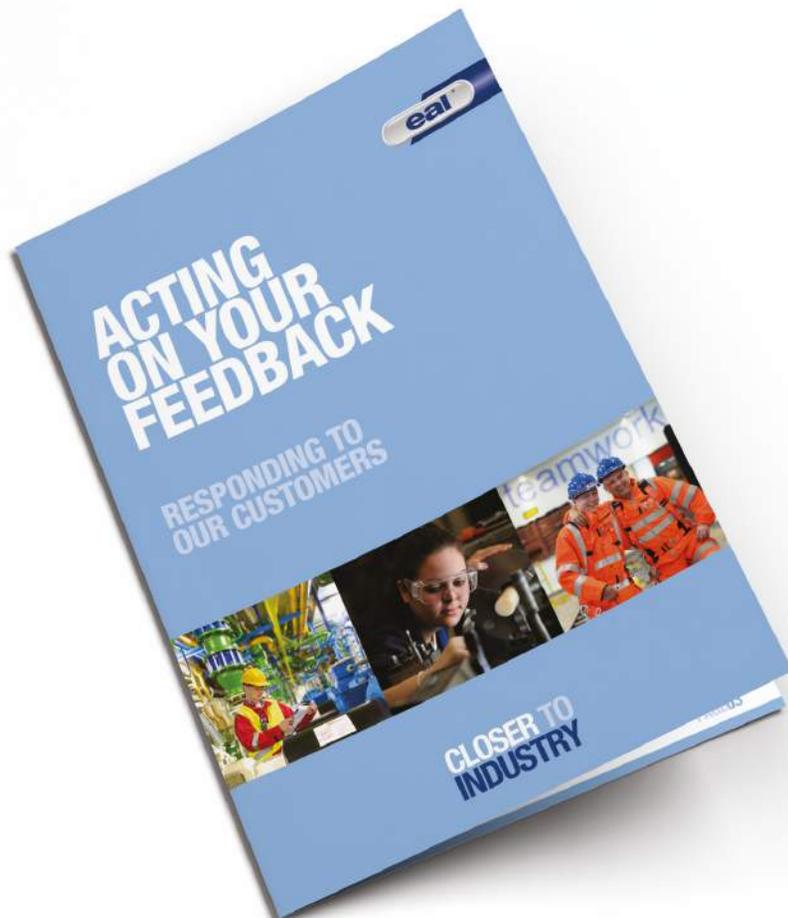
EAL works with government departments and training providers from Oman to China, ensuring that the needs of international workforces are met by making our high quality provision available internationally.

WORLD CLASS CUSTOMER SATISFACTION

EAL is dedicated to providing first class support to all our customers. This means ensuring we consistently offer the outstanding level of day-to-day service our customers have come to value and trust.

Providing a personal and accessible service for our recognised Centres has always been at the heart of the EAL approach. Regular customer surveys help us identify improvements, as well as clarify why Centres choose EAL to support their work with industry employers.

The common threads of our customer feedback have remained: value for money, quality of support and the high level of service our customers receive from all departments. We have also consistently maintained our position in the top quartile of the UK-wide Customer Satisfaction Index™.

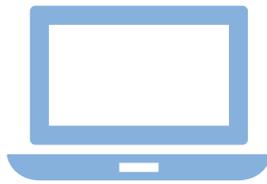


ACHIEVING WORLD CLASS CUSTOMER SATISFACTION

Underpinning our commitment to delivering high quality support is a range of communication and system tools designed to help make working with us as simple and straightforward as possible.



Visits to EAL Centres by our External Quality Assurers.



Support Surgery webinars help our customers make the most of the systems available to them.



Certificates issued in one working day.



Weekly Spotlight e-newsletters keep EAL Centres up to date with the latest news.



Regular updates and improvements to our online systems.



Prompt responses to customer emails by our Customer Services Team.



Access to online exams for EAL learners.



Blog posts featuring industry topics and sector insights.



Support from our friendly Customer Services Team.

CONFIDENCE THROUGH PARTNERSHIP

Part of the Semta Group, EAL is centrally positioned with its finger on the pulse of the latest developments in the engineering and manufacturing sector.

EAL works closely with professional institutes in the sectors we serve to ensure we are providing the best possible qualifications for learners and employers in the UK. We have active partnerships with the Institution of Mechanical Engineers (IMechE), the Institution of Engineering and Technology (IET), Chartered Institution of Building Services Engineers (CIBSE), Chartered Institute of Plumbing and Heating Engineering (CIPHE), the Institute of Cast Metals Engineers (ICME), the Institute of Materials, Minerals and Mining (IOM3), the Institute of Marine Engineering, Science and Technology (IMarEST) and the Nuclear Institute (NI).

EAL also has corporate partnerships with NICEIC, Society of Operations Engineers (SOE), F1 in Schools and GTA England. All of these partners help us offer qualifications and skills solutions fine-tuned to the needs of our sectors.



WHY EAL?

This is what our customers tell us matters most to them and why they choose to work with us:

- **qualifications that match employer needs ...** our long-term partnership with industry and focus on our core sectors gives us unrivalled knowledge and understanding of the workplace and employers' skills needs
- **dedicated support from expert External Quality Assurers ...** we view our relationships with our Centres as partnerships and are committed to making a difference to their businesses
- **EAL invests in the industries we serve ...** by responding to vital skills needs, we can offer the most industry-relevant portfolio, including specialist qualifications that would not exist without EAL's support
- **high quality support materials ...** our qualifications are supported by an extensive range of materials that are continually updated and refined
- **value for money with no hidden extras ...** we offer a highly competitive up-front pricing package, meaning more clarity and no unexpected extras to budget for
- **easy to work with ...** our personal and accessible service is one of the reasons why independent customer satisfaction surveys have consistently ranked EAL as first among UK awarding organisations for its customer service levels
- **fast, reliable systems ...** with our 7-day new Centre recognition commitment, flexible exams and guaranteed 24-hour certificate turnaround, we provide fast, reliable services that meet individual needs
- **news, events and networking ...** our extensive, free news updates and event programmes ensure customers are kept informed at all times.

**ALL EAL'S PROFIT GOES STRAIGHT BACK
INTO SUPPORTING VITAL SKILLS IN OUR
CORE INDUSTRY SECTORS, WITH OVER
£10 MILLION REINVESTED IN THE
LAST 10 YEARS ALONE.**



EAL Awards



EAL_Awards



EALAwards

**To find out more about EAL qualifications and services
please contact our Customer Services Team on:**

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