

Copies of Correspondence between Welsh Government Officials and Educ8 and City & Guilds

Meetings were held on the following dates and times:

4th April – 13:30 – 14:00

31st March – 10:30-11:00

3rd March – 14:30-15:00

E-mail Correspondence – Chronological

Where applicable attached documents have been included and are provided as separate attachments.

E-mail 1

[Redacted]

Sent: Wednesday, March 2, 2022 3:25:09 PM

[Redacted]

Subject: Complaint - Advocacy Diploma Level 4

[Redacted]

I hope this finds you well.

We've received a couple of complaints regarding specifically 2 learners, however impacting 19 altogether, regarding their removal from their Advocacy Diploma Level 4?

From the detail provided they have been on programme for 9 months at which point they have been informed that they do not meet the role requirements as required by City & Guilds. Are you able to provide me with some further explanation as to what has occurred with this cohort of learners? They have expressed concern at the length of time it has taken to identify this issue, the manner in which they were notified and the time that they have subsequently spent with little to show for their efforts. Are you continuing to work with these learners to identify other learning options?

I can provide further information if required and am happy to talk through if easier – unfortunately I also need quite a quick turnaround on this one if you can?

Thanks,

[Redacted]

Llywodraeth Cymru / Welsh Government

[Redacted]

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Sganiwyd y neges hon am bob feirws hysbys wrth iddi adael Llywodraeth Cymru. Mae Llywodraeth Cymru yn cymryd o ddifrif yr angen i ddiogelu eich data. Os cysylltwch â Llywodraeth Cymru, mae ein [hysbysiad preifatrwydd](#) yn esbonio sut rydym yn defnyddio eich gwybodaeth a sut rydym yn diogelu eich preifatrwydd. Rydym yn croesawu gohebiaeth yn Gymraeg. Byddwn yn anfon ateb yn Gymraeg i

ohebiaeth a dderbynnir yn Gymraeg ac ni fydd gohebu yn Gymraeg yn arwain at oedi. On leaving the Welsh Government this email was scanned for all known viruses. The Welsh Government takes the protection of your data seriously. If you contact the Welsh Government then our [Privacy Notice](#) explains how we use your information and the ways in which we protect your privacy. We welcome receiving correspondence in Welsh. Any correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not lead to a delay in responding.

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E-mail 2 - 2nd March 2022 – 19:24

Hi [Redacted]

Thank you for your email. I will defer to [Redacted] on the below as [Redacted] and [Redacted] team have been liaising with City and Guilds and also working with the learners that you refer to.

Kind Regards,

[Redacted]

[Redacted]



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We work flexibly – so whilst it suits me to email now, I do not expect a response outside of your own working hours.

Educ8 Group, Tredomen Gateway
Ystrad Mynach, Hengoed CF82 7EH



E-mail 3

[Redacted]

Sent: 03 March 2022 07:30

[Redacted]

Subject: Re: Complaint - Advocacy Diploma Level 4

Good Morning [Redacted]

Can we catch up this today on a call?
Let me know when is convenient for you.

Thanks

[Redacted]



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E-mail 4 [Redacted]

Sent: 03 March 2022 11:30

[Redacted]

Subject: RE: Complaint - Advocacy Diploma Level 4

[Redacted]

Thanks for getting back to me – how are you fixed after 3 today?

I can send you a Teams invite for when suits.

Thanks,

[Redacted]

[Redacted]Sent: 03 March 2022 11:31

[Redacted]Subject: RE: Complaint - Advocacy Diploma Level 4

[Redacted][Redacted] I am happy to send over the folder we have created with all information in – there is a formal appeal from Educ8 to City and Guilds pending, which I am happy to share with you.

[Redacted]



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E-mail 5

[Redacted]

Sent: 03 March 2022 11:56

[Redacted]Subject: RE: Complaint - Advocacy Diploma Level 4

[Redacted]

I can shorten my earlier meeting so can do from 2:30, is that too early?

If you could share any information that you have that would be great.

Thanks,

[Redacted]

E-mail 6

[Redacted] I appreciate that.

The draft appeal is just with [Redacted] as soon as [Redacted] approves, I'll send it over to you.

[Redacted]



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E-mail 7 - 3rd March 2022 – 14:56

Hi [Redacted]

As promised.

Attached are 2 email trails [Redacted] had no suitable qualification to transfer to and was termed on 17th Jan, [Redacted] last active day of learning.

Attached is one email for [Redacted] is considering a move to Health and Social Care so has not yet been made a leaver.

I hope this helps.

[Redacted]



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E-mail 8 - 3rd March 2022 – 13:39

Hi [Redacted]

See attached detail - most importantly is the letter and timeline.

Thanks

[Redacted]



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Attached

Draft Letter of Appeal
Appendix A – Timeline
Appendix E – Script used to inform learners

E-mail 9 - 4th March 2022 – 09:23

Please find attached formal appeal/complaint to City and Guilds re learners being removed from the Independent Advocacy Level 4 Apprenticeship programme.

I look forward to your response,

[Redacted]



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Attached

Letter of Appeal
Appendix A – Timeline
Appendix D – To do list
Appendix E – Script used to inform learners
Appendix F – Affected learners

E-mail 10 - 28 March 15:45

Good Afternoon [Redacted]

On Friday 25th March, City and Guilds came in to undertake a full review of all of our Independent Professional Advocacy learners.

Unfortunately, there has been no change in the decision made regarding the suitability of their job role to undertake these standards. However, we did discuss the Level 2 Award in Advocacy, a one unit knowledge qualification which we may be able to offer, utilising the work they have already completed. We will offer this qualification to all learners affected by the issue.

Educ8 and City and Guilds are confident that our understanding of the qualification, recruitment profile, skill scan and onboarding of learners to this apprenticeship is robust and thorough and no issues such as this will occur again.

Thanks

[Redacted]



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