

BUILDING FUTURES | CRAFTING CAREERS



# A YEAR IN **REVIEW**

Insights Report 2023 



# DIRECTORS REPORT

## A MESSAGE FROM OUR CEO, GEMMA PARSONS-BANKS

As we reflect on 2023 and look ahead to an exciting future, it is with great pride that I address our valued partners, learners, and stakeholders at this pivotal moment in GLP Training's journey. As we approach our 10th anniversary in 2024, the landscape of apprenticeships and vocational training has evolved significantly, and so has our commitment to being at the forefront of this transformation.

### A Decade of Progress and Impact

Over the last decade, apprenticeships have undergone substantial changes, transitioning from traditional frameworks to standards that are more aligned with the needs of the industry and learners. This shift has not only enhanced the quality and relevance of apprenticeship training but also broadened its appeal across sectors and age groups, reinforcing its role as a cornerstone of lifelong learning and career development.

### Celebrating Growth and Innovation in 2023

The past year has been one of remarkable achievement and growth for GLP Training. Our workforce expanded by 12%, a testament to our team's dedication and the increasing demand for high-quality, industry-relevant training solutions.

This growth has been paralleled by the launch of new qualifications designed to meet the evolving needs of the industries we serve.

A pivotal aspect of our journey through 2023 has been our embrace of technological advancements, most notably the exponential growth and application of Artificial Intelligence (AI). At GLP Training, we recognise the transformative potential of AI and have been exploring ways to integrate it into our training delivery and value proposition.

This exploration is driven by a vision to enhance the learning experience, improve access to personalised education, and prepare our learners for the demands of a rapidly evolving digital world.

### Looking Forward to 2024

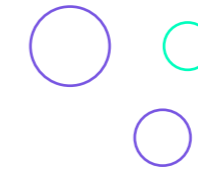
As we move into our anniversary year, the horizon is bright with promise. We are not just celebrating a decade of achievements but also the beginning of a new chapter filled with strategic advancements and opportunities. Our journey has been one of continuous learning, adaptation, and commitment to excellence, and we remain dedicated to driving positive change in the apprenticeship landscape.

We have exciting strategic announcements on the horizon, each designed to further enhance our offerings, expand our reach, and solidify our position as leaders in vocational education. Our mission to empower individuals and businesses with the skills and knowledge needed for success in a rapidly changing world has never been more relevant.

As we embark on this next phase of our journey, I extend my heartfelt gratitude to our team, partners, and learners for your unwavering support and dedication. Together, we will continue to shape the future of apprenticeship training and contribute to a skilled, resilient, and dynamic workforce.



GEMMA PARSONS-BANKS  
CEO, GLP TRAINING







# SUSTAINABILITY

## OUR COMMITMENT TO SUSTAINABILITY EDUCATION

In a world where the imperatives of sustainability and corporate responsibility are increasingly becoming central to business operations, GLP Training stands at the forefront of cultivating a future-oriented workforce. Our dedication is embodied in the pioneering launch of our Level 4 Corporate Responsibility and Sustainability Apprenticeship in late 2023. This initiative marks the beginning of an educational journey towards embedding sustainability deeply within organisational strategies and practices.

### Integrating Sustainability Across the Spectrum

Understanding the diverse needs of our apprentices and their organisations, we have strategically partnered to ensure that sustainability is not just an isolated topic, but a core component of apprenticeships across various levels. This holistic approach ensures that every apprentice, regardless of their role, is equipped with the knowledge and skills to contribute positively to their organisation's sustainability goals.

### Pathways to Excellence

Our educational pathway extends to the esteemed Level 7 Apprenticeship in partnership with Cranfield School of Management, renowned for its leadership in sustainable business practices. This collaboration not only signifies our commitment to high-calibre sustainability education but also provides a robust foundation for

apprentices, from frontline workforce to senior managers, to drive meaningful change within their organisations.

### The Impact of Sustainability Education

Incorporating sustainability into education reaps substantial benefits for organisations. Key highlights include:

- **Enhanced Brand Reputation:** Companies committed to sustainable practices enjoy a stronger brand image and customer loyalty
- **Operational Efficiency:** Sustainability education fosters innovation, leading to more efficient use of resources and reduced costs
- **Attracting Talent:** A strong sustainability ethos attracts and retains employees who are eager to work for responsible and forward-thinking employers
- **Regulatory Compliance:** Well-informed employees help ensure that companies stay ahead of regulatory changes and avoid potential fines

### A Word from our Chief Commercial Officer

"If we are to effectively encourage UK businesses to embed sustainability practices within their strategic objectives, we must begin with education and the quantifiable impact of our learners. As such, our apprenticeships are not only designed to inform, but to empower and inspire action that will lead to a sustainable future for us all."

Sam Kenward, **CCO, GLP Training**







# THE BUILDING BLOCK

## ELEVATING CONSTRUCTION TRAINING AT THE BUILDING BLOCK

The skill demands and shortages within construction and the trades is a well covered subject and poses a challenge we're going to meet head on. We're intent on aiding the development and progression of highly skilled individuals into this workforce. To aid us in this, we are proud to introduce our newest training centre - **The Building Block**.

### Strategically Located for Accessibility

This location aims to enhance the accessibility of high quality construction training, providing easy access for both individuals and employers.

### A Comprehensive Training Ecosystem

The Building Block offers an expansive suite of training programmes tailored to the diverse needs of the construction industry:

- **Apprenticeships:** Fostering the next generation of construction professionals
- **CITB Courses:** Delivering industry-standard training to ensure compliance and enhance safety practices
- **Bootcamps:** Intensive training sessions designed to upskill professionals rapidly in specific areas
- **Commercial Trades Courses:** A wide range of courses aimed at enhancing skills in various trades, from beginner to advanced levels

### Benefits of The Building Block

Learners and businesses alike will find unparalleled value in The Building Block's offerings:

- **Cutting-Edge Facilities:** Modern, well-equipped workshops and classrooms designed to simulate real-world construction environments and experiences
- **Industry-Expert Instructors:** Courses led by seasoned professionals with in-depth knowledge and practical experience
- **Network and Collaboration Opportunities:** A hub for like-minded individuals and to connect, share knowledge, and foster partnerships
- **Skill Advancement:** Tailored programmes that support career progression, from entry-level to senior positions, ensuring a skilled and adaptable workforce

### A Word from Our Service Delivery Manager

"The Building Block is a training centre that shows our commitment to excellence in construction education. Our goal is to not only equip individuals with the necessary skills but to inspire innovation and excellence within the industry."

Lorraine Parsons, **COO, GLP Training**







# WOMEN INTO CONSTRUCTION

Within construction and the built environment, diversity remains a crucial facet for fostering innovation, creativity, and progress. Yet, despite strides towards inclusivity, a stark statistic persists: only 8.5% of apprentices within this sector are female. This figure, while reflective of broader societal challenges, shows the need for concerted efforts to address gender disparities and cultivate an environment where all individuals are empowered to pursue their aspirations without constraint.

As we face this disparity head-on, we seize the opportunity presented to illuminate the narratives of two remarkable apprentices. Alyssa Howard and Charlotte Farmery, their journeys serve as a place of inspiration, embodying resilience, determination, and unwavering commitment to their careers. Through their stories, we plan to not only highlight the invaluable contributions of women in construction but also to promote awareness of the abundant opportunities available to women across the United Kingdom. With great determination, we will continuously strive towards narrowing the gender gap in construction apprenticeships, recognising that true progress is measured not merely in statistics but in the transformation of lives and the creation of a more inclusive and equitable future.

Let us all embark on this journey of empowerment, collaboration, and progress, dedicated to reshaping the landscape of the construction industry for generations to come.



**ALYSSA HOWARD**  
Level 2 Apprentice of the Year  
Construction Apprenticeship Awards



**CHARLOTTE FARMERY**  
First Female Building Service Engineer for the  
Sussex Partnership NHS Foundation Trust



**ALYSSA HOWARD**  
Level 2 Apprentice of the Year  
Construction Apprenticeship Awards

Meet Alyssa Howard, who works for Mitie, one of the nations leading Facilities Management companies. Alyssa enrolled on the Property Maintenance Operative apprenticeship back in 2022 and subsequently completed her apprenticeship in August last year. Though all our apprentices have their own unique stories that makes them special, Alyssa is a shining example of an apprentice who inspires us all.

During her Property Maintenance apprenticeship, Alyssa's outstanding performance led to her nomination and subsequent victory as the Level 2 Apprentice of the Year at the Construction Apprenticeship Awards. Her relentless dedication, unwavering commitment, and inherent talent culminated in this prestigious recognition. As Alyssa's training partners, we are immensely proud of her achievement, a testament to her steadfast determination and resilience.

Alyssa Howard's success in completing her Property Maintenance Operative apprenticeship and subsequently winning the Level 2 Apprentice of the Year award holds significant meaning for women in construction. In a traditionally male-dominated industry, Alyssa's achievement not only highlights her individual talent and dedication but also serves as a beacon of inspiration for other women pursuing careers in construction. Her recognition highlights the importance of diversity and inclusion within the sector, encouraging more women to break barriers and excel in roles traditionally perceived as male centric.

Alyssa's story resonates beyond her personal accomplishments, signalling a shift towards greater gender equality and representation within the construction workforce. As we celebrate her success, we also recognise the strides being made to create a more inclusive environment where women like Alyssa can thrive and contribute their skills and expertise.



**CHARLOTTE FARMERY**  
First Female Building Service Engineer for the Sussex Partnership  
NHS Foundation Trust

Introducing Charlotte Farmery, who works with the esteemed Sussex Partnership NHS Foundation Trust as a Building Service Engineer.

Charlotte embarked on her career journey as an apprentice by enrolling onto our Level 2 Property Maintenance Operative apprenticeship in 2021. Following on from this achievement, she progressed to excel in our Level 3 Building Services Engineering Service & Maintenance Engineer apprenticeship.

Through her great determination and resilience, Charlotte has become an inspiration for others, guiding and motivating those with similar career aspirations. And with her commitment, she has created a culture of empowerment and growth within the engineering community.

Charlotte's journey serves as a source of inspiration, highlighting the profound impact of apprenticeships on personal and professional development. Her remarkable achievements not only include the attainment of two qualifications, but also marks a significant milestone in history.

In her role as the first female Building Service Engineer at the Sussex NHS Foundation Trust, Charlotte has broken stereotypes that previously limited women to certain roles, creating areas for greater gender inclusivity and diversity within the industry. Her story is now a beacon for aspiring professionals, especially women within the engineering field.

Charlotte's success continues to exemplify the diverse range of opportunities available through continuous dedication and hard work.





# WHAT DOES THE DATA SAY?

## ANALYSING GOVERNMENT AND GLP TRAINING DATA

As we look ahead to the next academic year, it can provide great insight to look back at both the Government data for 2023, as well as our own. This insight can showcase how we may align, but also differ from other providers, as well as allowing us to monitor national trends and societal changes within apprenticeships and training.

Key signals from Government data can help showcase the trajectory of the apprenticeship industry as it steers itself out of heavily Covid impacted years. While analysis of apprenticeship enrolments shines a light on how societal attitudes and skills gaps may be shifting.

Digging deeper into the data our almost even split of professional services and built environment apprenticeships is shown, as well as how our age breakdown consists of a considerably higher proportion of 25+ age apprentices compared to national averages. We've tried to breakdown age-old barriers and the misconceptions that surround apprenticeships over the last decade and data such as this is testament to the success of that endeavour.



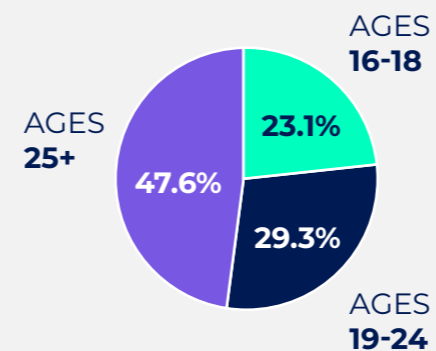
### NATIONAL APPRENTICE STARTS

**Up 3.47%**  
since 2020/2021  
(Covid year)

**337,100**  
Starts in 2022/2023

**Down 3.47%**  
from 2021/2022

### NATIONAL AGE BREAKDOWN



### MOST POPULAR APPRENTICESHIPS NATIONALLY 2022/2023

1. Early Years Educator
2. **Team Leader or Supervisor**
3. **Business Administrator**
4. Lead Adult Care Worker
5. **Operations or Departmental Manager**

We offer 3 of the top 5 most popular apprenticeships.

### NATIONAL LEVEL BREAKDOWN

**43.9%**

National Level Breakdown of apprenticeship starts were on a Level 3 programme between 2022/2023





# KEY GLP TRAINING DATA

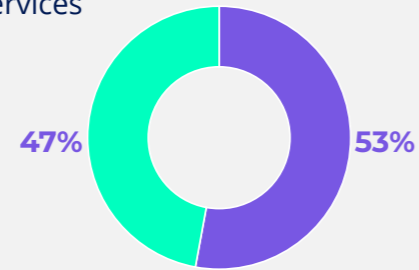
BASED ON DATA GATHERED THROUGHOUT THE COURSE OF 2023

## OUR 5 MOST POPULAR APPRENTICESHIPS IN 2022/2023

1. Property Maintenance Operative
2. Operations or Departmental Manager
3. Associate Project Manager
4. Team Leader or Supervisor
5. Building Services Engineering Service & Maintenance Engineer

## OUR SECTOR SPLIT

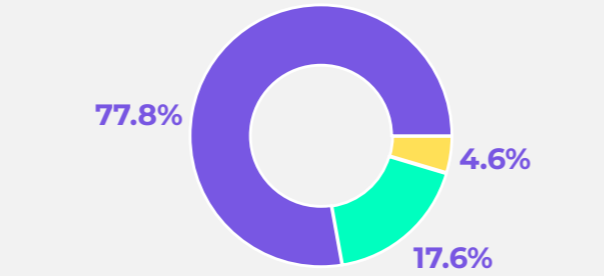
Business & Professional Services



Construction & The Built Environment

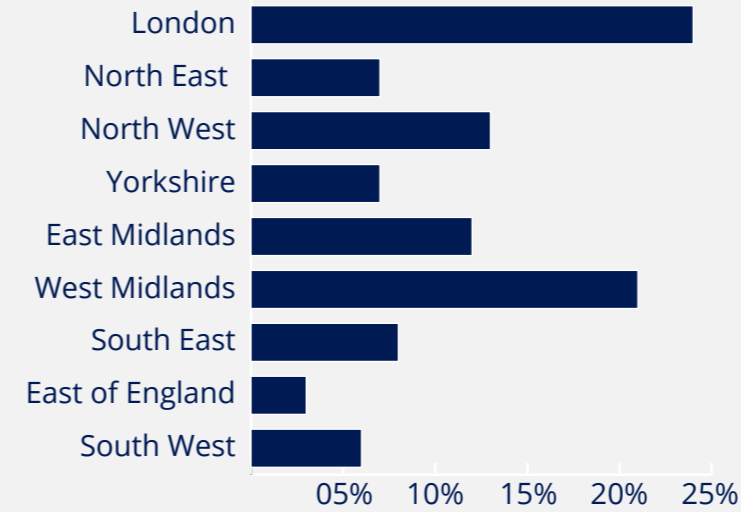
## AGE BREAKDOWN

The average age of a GLP Training apprentice is 35 years old.



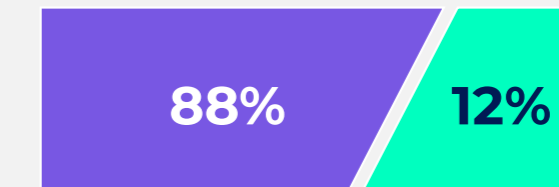
● AGES 16-18 ● AGES 19-24 ● AGES 25+

## REGIONAL BREAKDOWN



## LEVY/NON-LEVY SPLIT

Apprentices employed by Levy paying organisations



Apprentices employed by Non-Levy paying organisations







# SURVEY INSIGHTS

**GATHERED FROM OUR OWN SURVEYS WITH APPRENTICES,  
LINE MANAGERS, L&D MANAGERS AND TUTORS**

Throughout January and February 2024 we began our largest survey campaign ever, focusing on four of our key stakeholders; Apprentices, Learning & Development Managers, Apprentice Line Managers and our very own Tutors.

We sought to undergo this endeavour firstly so we can generate rich and insightful data that we can use to enhance the services we provide as we seek continual improvement, and secondly, to showcase how perspectives may differ throughout these stakeholder groups.

By analysing the data gathered, we aim to uncover trends, patterns, and correlations that will not only improve our understanding of our audience but also enable us to innovate and adapt in a rapidly evolving educational landscape. The participations in this survey plays a vital role in shaping the future direction of our apprenticeships and other courses, ensuring that we continue to meet and exceed expectations.





# APPRENTICE INSIGHTS

EXPLORING APPRENTICES' OPINIONS ON THEIR APPRENTICESHIP PROGRAMME WITH GLP TRAINING



93%

said they would recommend an apprenticeship with GLP Training to others in their industry.



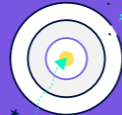
93.5%

of apprentices will likely consider doing another apprenticeship in the future.



91%

said the training was 'very relevant' to their job roles and career aspirations.



89%

said their apprenticeship either met or exceeded their expectations before starting.



84%

gave an 8+ out of 10, when asked how happy they were with the support they've received from us as their training provider.



94.5%

of the apprentices who had reached their end point assessment said their tutor and GLP Training had adequately prepared them for it.



54%

of apprentices said they had experienced career progression (such as a promotion) since starting their apprenticeship.



87%

rated their experience using our Bud LMS 8 or more out of 10



## THE IMPORTANCE OF SOFT SKILL DEVELOPMENT

**“WHAT THREE SKILLS DO YOU FEEL YOU HAVE DEVELOPED THE MOST DURING YOUR APPRENTICESHIP?”**

A common theme within our apprentices responses were **“communication”**, and **“confidence”**. These are key soft skills that we strive to help our apprentices develop.

## FUELLING CONTINUOUS IMPROVEMENT THROUGH FEEDBACK

The survey conducted among our apprentices has yielded exceptional results, shining a light on the outstanding performance and dedication of our service delivery team and all involved at GLP Training. This data not only serves as a testament to the hard work and commitment of our team members but also highlights the incredible support our apprentices receive from our remarkable employers. Such high-quality feedback underscores the collaborative effort and the nurturing environment we strive to create for our learners.

Our service delivery team, along with every individual involved in the GLP Training programmes, deserves immense praise for their role in achieving these outcomes. The positive feedback and the valuable insights we've gathered are direct results of their expertise, enthusiasm, and unwavering support. Our fantastic employers play a crucial role in this ecosystem, offering apprentices the real-world experience and guidance essential for their development. This harmonious partnership between GLP Training, our team, and our employers creates an unparalleled learning experience that not only meets but often exceeds expectations.

Going forward, we are committed to not resting on our laurels. The feedback from this survey will serve as a cornerstone for our strategy to continually improve and innovate our training programmes. We aim to build on this solid foundation, seeking out new opportunities to enhance our services and support for apprentices. Our goal is clear: to ensure that each year, we can look back and see how we've raised the bar higher, providing even more value and better outcomes for our apprentices and their employers.



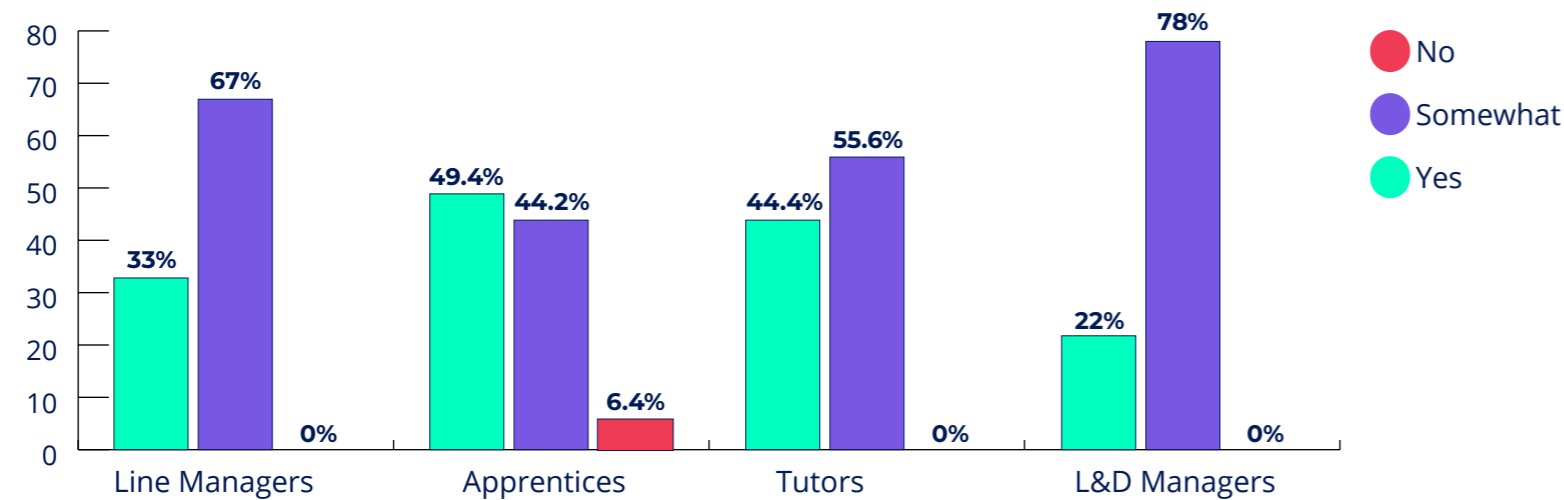


# DIFFERENT PERSPECTIVES ON APPRENTICESHIPS

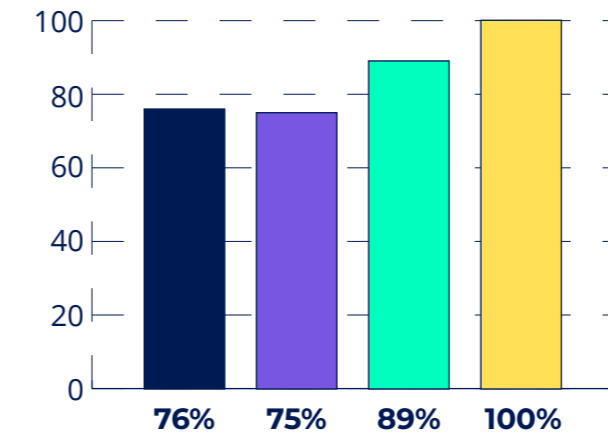
In a bid to challenge the conventional narratives and misconceptions surrounding apprenticeships—such as the belief that apprenticeships are solely for young people and school leavers—we conducted a detailed survey targeting four key stakeholder groups within our ecosystem: apprentices, learning and development managers, apprentice line managers, and our own tutors. This initiative was driven by a curiosity to uncover how perceptions of apprenticeships might vary across these distinct yet interconnected groups. By shedding light on these differences, we aim not only to enhance our understanding of the current apprenticeship landscape but also to identify and bridge gaps in perception and reality.

Each of the below questions were asked in exactly the same manner to each of the stakeholder groups:

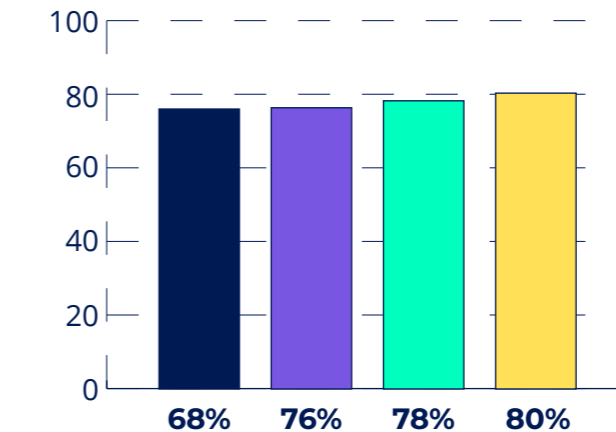
**Do you think apprenticeships are adequately recognised and valued when compared to other forms of education?**



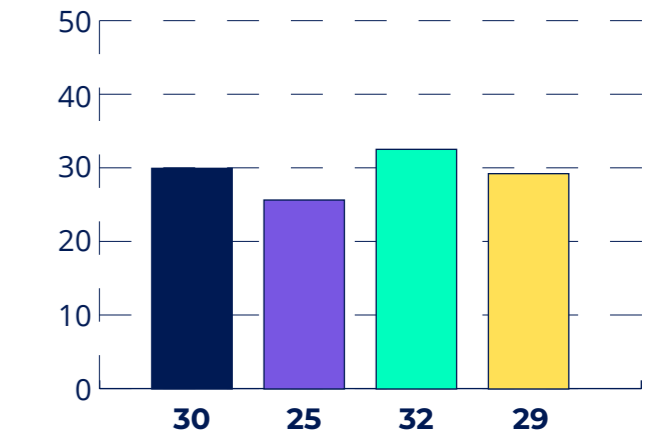
**How well do you understand apprenticeship funding i.e the apprenticeship levy?**



**How aware do you think people are about the range of apprenticeship opportunities available?**



**What do you think the average age of a GLP Training apprentice is?**



● Line Managers ● Apprentices ● Tutors ● L&D Managers



### What do you think would influence more people to start apprenticeships?

#### Line Managers

- Knowing there's no cost to the apprentice
- Case studies and testimonials
- Awareness of the opportunities there are

#### Apprentices

- More information about it
- More flexibility from employers
- Planned progression routes

#### Tutors

- Seeing others excel from it
- Increase awareness of levy utilisation
- Increased knowledge of what apprenticeships are and how they can be used

#### L&D Managers

- Functional skills changes
- Clearer expectations and progression routes
- Knowing that anyone can do one, not just young people

### What do you think is the biggest threat or challenge to apprenticeships currently?

Funding Reduction  
 University Apprenticeships  
 Public Perception  
 Lack of Awareness  
 Expectations  
 War Modernisation  
 Time AI Recession  
 Remote Government

### Where do you see the future of apprenticeships heading in the next 5-10 years?

Off The Job Changed  
 Unknown  
 Levy Changing  
 Online  
 Growing AI  
 Changing  
 More Opportunities  
 Widespread Job  
 Increasing  
 Popular







# UPCOMING PLANS

LAUNCHING HIGHER TECHNICAL QUALIFICATIONS IN SEPTEMBER 2024

In September 2024, our first cohorts of Higher Technical Qualifications (HTQs) will begin, marking a significant milestone in our mission to democratise education and align training more closely with the evolving needs of the UK workforce. These qualifications, available in Construction Management, Business & Management, and Coaching, are meticulously crafted to meet Level 4 and 5 standards, ensuring a direct correlation with the skills and knowledge that UK employers are actively seeking.

## A New Era of Accessibility in Education

Recognising that traditional apprenticeship routes do not fit everyone's circumstances, our HTQs are designed to offer an alternative pathway that is inclusive and flexible. With different eligibility requirements, these Level 4 and 5 qualifications provide opportunities for individuals to engage in learning even if they are not in employment or looking to make a significant career change. The flexibility of funding options, including the potential for self-funding, employer sponsorship, or student finance, allows for a broader spectrum of learners to benefit from these industry-aligned programmes. More on from this, our HTQs can be interchangeable within our current apprenticeship and career pathways, allowing for continued learning via different delivery and funding routes.



## Aligning with Industry Needs

Developed in close consultation with industry leaders and sector experts, our HTQs are tailored to fill critical skills gaps in the UK economy. Learners can rest assured that the knowledge and competencies gained through these qualifications are both highly relevant and in-demand, paving the way for successful careers across a variety of sectors.

## Stay Tuned for More on HTQs

As we gear up for the launch of our HTQs, we invite you to stay connected with us. Over the coming months, we'll be sharing more details about these exciting offerings, including specific courses, enrolment information, and how these qualifications can transform your career trajectory.

## A Word from Our Commercial Director, HTQs

"The introduction of HTQs represents a pivotal shift towards making high-quality, industry-aligned education more accessible and relevant. We are thrilled to lead this change, empowering individuals to unlock their potential and advance their careers with confidence."

Becky James, **Commercial Director HTQs, GLP Training**





# CONTACT US



Email the team:  
[info@glptraining.co.uk](mailto:info@glptraining.co.uk)



or call:  
**01905 670884**



GLP HOUSE, 19 Britannia Road,  
WR1 3DF, Worcester, U.K.



[www.glptraining.co.uk](http://www.glptraining.co.uk)