



## **Our vision, and mission statement.**

Octopus Energy is a leading brand in the energy industry, dedicated to making a positive impact on the world. With a focus on greener and renewable energy, Octopus Energy utilises technology to transition the global energy system to a sustainable future. We offer a range of products and services to both homes and businesses, including award-winning 100% green electricity.

What sets Octopus Energy apart is our commitment to fairness, simplicity, and outstanding customer service.

Octopus Energy's global energy network includes Octopus Energy Generation, one of Europe's largest investors in renewables, as well as Octopus Energy Services, Octopus Electric Vehicles, Octopus Centre for Net Zero, and Kraken Tech.

Overall, Octopus Energy is more than just an energy supplier. We are a pioneering force in the industry, dedicated to creating a sustainable energy system for a better future.

At Octopus we look for people who are unique and interested in a challenge. Those that gain strength from their natural fit with others, Octopus Energy Group CEO Greg Jackson refers to this in more detail as his dry stone wall analogy.

We will endeavour to provide outstanding training and development to all of our apprentices.

### **Our objectives are to:**

Give all of our apprentices the highest quality experience during their apprenticeship programme.

Maintain and nurture a culture that enables learners and staff to speak out, improve and excel.

We will deliver programmes we are all proud to be a part of, by being an Employer provider that people aspire to work in, championing royal green apprenticeships (celebrating the Coronation of His Majesty King Charles III) that sets high expectations for staff and learners' conduct and achievement.

Raise awareness amongst staff and learners of safeguarding issues, listening to learners and their supporters' concerns – and act upon them.

Engage with learners to protect them from radicalisation and extremism.

Aspire to be a Main provider for the future of green technology apprenticeship standards to the wider community and Octopus supply chain.

Protect the reputation of OES through the integrity of its staff, their dedication to their learners and team members, and the desire to elevate the uptake of engineering Apprenticeships creating social mobility and Inclusion for all.

## Our approach to quality

Overall responsibility for managing our approach to quality and improvement rests with our Octopus Energy Services Directors. All staff members play a significant role in implementing, monitoring and promoting quality assurance and improvement throughout our apprenticeship programme. We will do this through:

- achieving the highest standards and giving an excellent experience to all of our learners and employers
- ensuring that all teaching, learning and assessment is delivered well and consistently
- promptly identifying and addressing any shortfalls in the quality of service provided to learners and employers
- celebrating and sharing best practice
- ensuring that all learners, regardless of starting points, have equal access to apprenticeship learning opportunities
- continuously developing and improving management practices to support the organisational mission

## Measuring our commitment

Our Key performance indicators to help us assess the extent to which we are meeting these expectations are:

- 95% attendance for all Apprentices.
- 100% of learners due to proceed through the gateway, do timely proceed
- 100% of learners due to complete End Point Assessment timely succeed with 85% achieving first time success.
- 85% overall achievement rate for all apprenticeships, current compared to the national average
- 85% of learners whose starting point is one level below the qualification level obtain a pass.
- 85% of learners whose starting point is equal to the qualification level achieve a distinction
- 80% minimum score on learner satisfaction surveys
- 80% minimum score on wider business employer satisfaction surveys
- 90% of learners achieve their functional skills level prior to completion of the first year in learning.
- Learner performance by gender, age, ethnicity and disability meets the same level of KPI as in the above measures.

Signed: 98DB68A91BB04B1...

Position: service Director

Date: 12/15/2023

Effective from: 1/2/2024

Next review date: 1/2/2025