

Self-Assessment 2024 2025

Appendix 2 - Impact Report

December 2025



25 Years



On 1st September 2025 First College celebrated 25 years of business, providing support and training to learners and participants in East Lindsey and throughout Lincolnshire.

This is a huge milestone for First College, one of which we are extremely proud to have achieved.

Our Vision is

To deliver high quality learning that raises participation and attainment, that meets the individual needs of Learners through collaborative partnership working and employer engagement.

Accreditations 2025

Cyber Essentials Plus April 2025

Matrix Standard Reaccreditation June 2025

Apprenticeship Performance	Adult Performance
<p>82.9% Qualification Achievement Rate</p> <p>82.9% Qualification Retention Rate</p> <p>100% EPA Outcome</p> <p>54.29% Distinction</p> <p>5.71% Merit</p> <p>40.00% Pass</p> <p>100% Pass Rate</p> <p>95.12% Progressed to employment / education</p>	<p>Restart Performance</p> <p>78% Job Start</p> <p>95% Commenced Earning</p> <p>70% Job Outcomes</p> <p>Adult Education</p> <p>94.64% Success Rate</p> <p>Advanced Learner Loans</p> <p>88.89% Qualification Achievement Rates</p>

First College Customer Service Values – achieved

- ✓ **Recognise and value people's differences**
- Embrace diversity, challenge discrimination and promote inclusion
- ✓ **Ensure we provide a high level of customer service at all times**
- Treat all customers internal and external with the utmost courtesy and always in a professional manner
- ✓ **Support our staff and learners with their personal development**
- Listen and treat people as individuals when providing information and advice
- ✓ **Provide a safe and suitable environment for staff and learners**
- Continuously review that premises are maintained to the highest possible standard
- ✓ **Ensure we do as we say**
- Ask staff to maintain high standards and expect the same from customers
- ✓ **Constantly seek to improve our quality, effectiveness and efficiency**
- Ask for feedback and act to improve our level of service
- ✓ **Take pride in what we do**
- Meet or exceed our Customer Service Standard and challenge those that do not meet the Standard

Restart Customer Service Standards – achieved

- ✓ **CSS1** – starts on program within 30 days
- ✓ **CSS2** – starts on program within 15 days
- ✓ **CSS3** – SMART action plan within 8 weeks
- ✓ **CSS4** - 1-1 support every 14 days
- ✓ **CSS5** – 1-1 face-to-face support no less than every 4 weeks
- ✓ **CSS6** – Diagnostic review every 4 months
- ✓ **CSS7** – SMART action plan reviewed every 4 weeks, reflective of diagnostic

Widening participation and transforming people's lives - Restart Programme

<p>Phillip joined the Restart programme on 4th March 2025 and was originally seen by Amanda in Carole's absence on annual leave. Phillip had a career in the Air Force for several years, when he left the RAF, he upskilled to gain a BSc (Hons) in Neuroscience. However, when his mother fell ill, he moved back to Skegness to care for her and found himself on this programme. Fortunately, his mother made a full recovery, and Phillip had applied for a role with deVere Investment Limited as a Wealth Investment Advisor, having received continued support from Carole and the Restart Team. Phillip was successfully offered the job and started training with the company in Mauritius in August. Phillip has been very complimentary towards the support Restart offered him and has agreed to in work support via email moving forward.</p>	
<p>SC: A participant with Restart Skegness joined early December 2024. She had started her self-employment but needed further support. She worked with Carole to produce a business plan, design and purchase leaflets that demonstrated her skills as a Yoga Teacher. SC needed a range of equipment in order for her to start classes, teaching chair yoga in care homes and other outside private groups.</p> <p>So far SC has taken over from a previous teacher and her group numbers have increased by 25%. Not content with just the one job, SC has also secured employment at a local college during term time as a student support worker. The future looking brighter for SC and Carole will continue to support her for the next 12 months.</p>	<p>A whole family back to work with Restart -</p> <p>The Restart programme had the privilege of supporting a local family, a dad, his daughter and two sons, who faced their own unique challenges in finding and sustaining employment.</p> <p>Dad was a lone parent to six children, balancing heavy caring responsibilities alongside ongoing health issues. Daughter also a lone parent struggled with low motivation and lacked ambition. Son was in a similar position i.e. also a parent who had lost his drive and confidence in his ability to work. Other son faced mental health difficulties which left him anxious and lacking the self-belief needed to take the steps towards employment.</p>
<p>Nadia joined the Restart Program in October 2024. Initially, her attendance was inconsistent, but after being transferred to Amanda, engagement improved through meetings outside the centre to build rapport. Due to mental health challenges, Amanda referred Nadia to the in-house Mental Health Team, Rhema, while continuing to support her search for remote work. After nearly 12 months, Nadia secured a salaried position as a Success Advisor with Go Websites. With ongoing support and an additional six-month tracking period, Nadia achieved over half of her milestones within the first month of employment.</p>	<p>Despite these barriers, the Restart programme was able to provide a wide range of support, tailored to their individual needs. This included private counselling referrals to support mental health and emotional well-being, one-to-one job search sessions to help identify suitable opportunities, CV and cover letter creation ensuring that they were able to present themselves strongly to employers, confidence building support, helping each of them to believe in their potential, completion of the boost our confidence sessions to reignite their motivation and ongoing encouragement and guidance to keep them focused and moving forwards.</p>
<p>Lisa joined the Restart program in July 2025, a very eager young lady who was desperate to find work, however due to having a profound hearing impairment, Lisa struggled to get past interviews. With the support required to help Lisa with her disability, she successfully completed a remote online Retail Customer Service course via Lincolnshire Coop, completed 2 weeks work experience and a Mock Interview. Lisa is awaiting to see if she has been successful with a permanent contract with Lincolnshire Coop.</p>	<p>Thanks to this holistic family focused approach each of them has now been able to overcome their challenges and moved into work. The Dad, daughter and both sons are now all in employment which is a fantastic achievement not just for each individual but for the family as a whole. This is a powerful example of how Restart can change lives by giving people the right support and to believe in themselves, they can build brighter futures.</p>

In total we received 252 survey returns, of which 99.2% either graded excellent or good that they were happy with their experience (of which 83.6% graded excellent) and 0.8% answered neutral.

What our learners say – Apprenticeship and Adult Learning Programmes

Holly started her apprenticeship with very little experience working in childcare or experience of working in education. Holly said *"I chose apprenticeship route as I wanted to learn how to work with children and I thought the best way to do this was to be in the environment with them so I chose the apprenticeship route instead of the traditional A level and university route off the back of this. I have learnt since then how to communicate with children, how to work within the classroom and how to be fully a functioning member of the school community. I have recently achieved a distinction in my End Point Assessment for my qualification. From having such a positive experience during my apprenticeship, I am planning on working with children in a range of different job roles. I am planning on gaining experience in SEND schools and doing a degree in early childhood studies with the Open University. I am also considering a career in nannying – working with a range of age groups"*.

Holly explained *"One challenge I faced was becoming a fully responsible member of staff – I tried to face the challenge head on. I overcame it by understanding how important communication is between my colleagues and mentor. I learnt I can only grow if I ask for help."*

I stayed motivated by thinking about the fact that I can't help the children if I can't help myself and thinking of the future and how I should work on myself to achieve my next steps".

Holly's assessor said *"it has been a real privilege to see how Holly has grown not only in her knowledge, skills and behaviours as a dedicated, caring and professional teaching assistant, but to also see her confidence grow and become a crucial part of the Scamblesby teaching team"*.

LCC Michelle wanted to gain a qualification to help her run the business and as the owner / manager she decided to work towards and achieved the Level 3 Hospitality Supervision and Leadership NVQ. She has produced very good evidence and completed more units towards the qualification than the minimum required. Michelle said the following:

"This course has made me look into the processes we have at work and allow me to develop new processes where we were lacking them. I have learnt new things from the course, and it has been very useful to complete and has made me more aware of certain areas of my job. I am interested in completing a Maths functional skills course next."

It is great that Michelle wants to carry on her learning with us and do her Maths Functional Skills to support her running the business.

As part of The LCC Adult Skills Fund Contract, our delivery involves Tailored Learning. Currently we deliver the one-day cooking courses under this part. This delivery is non accredited; however, the learner receives an internal certificate. This programme is about engaging and / or building confidence, equipping parents / carers to support children's learning, health and well-being and developing stronger communities. We have recently received some feedback from one of our one day cooking Learners:

- A really nice course to do, great for meeting new people and learning new skills. Also good for mental health.
- A great service to the community. A good environment, interesting subject and a first-class tutor.
- I have enjoyed the courses I have been on. Excellent tutor and lovely learning environment.
- The courses have really given me something to look forward to as well as the confidence to go home and cook these dishes again. Julie is a credit to the college and makes every session a real pleasure to come to.

Pictured below is John, Gwen, Lesley, and Sandra with their certificates from their one-day cooking.



Feedback from our learners

Feedback / comments received via Website and other mediums 2024 – 2025

- I have better people skills, such as: reading body language, communicating and teamworking.
- It has helped my confidence, communication skills and time management. My tutor has been really supportive.
- I have gained confidence in my work and place within the team.
- I have developed my skills and completing this qualification has given me theoretical knowledge of what is to be expected within the workplace that I can apply to different situations in real time.
- It has made me a lot more comfortable talking to people on the phone and working in an office environment.
- My confidence has improved a lot more and I feel I have a lot more to offer in a wider range of jobs now.
- My confidence and ability to communicate with others has significantly improved since working here, alongside this, I have also been able to improve my workflow based on the learning I have achieved in this job role.
- The biggest impact for me is the confidence it has given me not only to complete work independently but also to challenge others when I think something is incorrect.
- My confidence has grown so much.
- I feel the tasks I have had assigned to me throughout my apprenticeship and teaching to help complete the tasks has benefitted me not only in my current role but also in my apprenticeship.
- My assessors / tutors have been incredible and very attentive to my progress and helping me build my confidence in tackling tasks both with my job and through the apprenticeship journey.
- I feel there was also of support from my tutor on areas I needed to develop both personal and professional. I really enjoyed my time on the course.
- I have grown in confidence and as a person.

Feedback from our Partners

Lincolnshire County Council:

"We're pleased to share a summary from our recent apprenticeship survey, which offers valuable insights into how learners are experiencing the programme. We only received one response, but it was a very positive response and felt it just as important to share the feedback with you.

It was encouraging to see that:

- The Teaching Assistant L3 apprentice scored 10/10 for satisfaction of her apprenticeship journey to date, including the support and training provided by the team at First College.
- Shared that the feedback on their assignments is good and helps them to understand what is required of them.
- When asked to share a few words to describe their learning journey they said 'very joyful' which is lovely to see.

These insights help us understand what's working well and where we can continue to improve. We appreciate your role in delivering high-quality training and supporting learners throughout their journey. Thank you for your continued partnership and support".

Louth Academy careers fair:

"Thank you for taking part in the Louth Careers Fair on Friday, 18 July. Your time, energy, and enthusiasm helped make this one of our best events to date. The students gained so much from speaking with you, and your insight and encouragement will have had a real impact on their thinking about the future.

We truly appreciate your support and hope to welcome you back next year".

NCFE Awarding Organisation

Assessment is strong and decisions have been applied as outlined in the qualification specification and where appropriate resubmissions have been requested, which learners have completed in a varied colour font to allow tracking of changes to take place along with resubmissions on OneFile. Assessors provide detailed stretch and challenge and guide the learners to understand the assessment decisions made and why further evidence, explanation or referencing may be required.

Feedback is detailed and timely, supportive and where necessary, has set stretch and challenges for the learner. Effective arrangements are in place for IQA and standardisation meetings, ensuring consistency across Distance Learning programmes. These demonstrate regular engagement and collaborative quality assurance practices across all courses.

City and Guilds Awarding Organisation

Functional Skills - Observation of a Functional Skill assessment, the assessor provided clear instructions and created a professional and supportive environment which enabled the learner to engage confidently. The assessor judgements observed were fair, consistent and clearly aligned with the qualification requirements. Feedback given to learners was constructive, recognising strengths and providing guidance on areas for development.

Customer Service Practitioner – the submissions showcased a strong commitment to quality, learning, with clear evidence of knowledge, understanding and application of the required standards. The learners produced well-structured and comprehensive work, meeting assessment criteria effectively.

Assessment and feedback were clearly aligned with qualification requirements, providing meaningful guidance for learner development. There was clear evidence of effective learner support, fostering engagement and progression.

Celebration Events

The Greater Lincolnshire Apprenticeship Champion Awards – 25th September 2025

The Greater Lincolnshire Apprenticeship Champion Awards were held at The Drill in Lincoln and we had 2 apprentices and 2 employers shortlisted which was fantastic news.

Greater Lincolnshire Apprentice Champion 2025

Apprentices Tilly-May Allen and Maisie Clipsham had been shortlisted for this award. For this category judges were looking for entrants that had made a real difference to the organisation they work in by exceeding expectations and delivering measurable benefits, in particular:

- Commitment to personal development and progression through learning
- Outstanding contributions to the business, such as areas or projects where the apprentice has exceeded expectations
- Examples of achievements in learning and work
- Inspirational qualities

There were 13 apprentices shortlisted for this award and unfortunately Tilly-May and Maisie were unsuccessful in winning this category, however, to be shortlisted was an achievement in itself. We are proud of all our learners and value the support and guidance they receive from their employers and staff of First College.

Greater Lincolnshire Apprenticeship Employer Champion 2025

Archies in Louth and City of Lincoln Council were shortlisted for the Apprenticeship Employer Champion Award. Judges were looking for employers that deliver excellence in Apprenticeships through:

- Clear partnership working with their training provider/s
- Providing meaningful development opportunities to support apprenticeship achievement
- Enabling apprentices to develop beyond their current role
- Identifying and supporting opportunities for apprentices to progress into long term or higher-level employment within the business

Out of the 5 employers shortlisted, Archies was the only small, hospitality employer and was up against large employers such as City of Lincoln Council, Lincolnshire Police, Polypipe Civils Ltd and Lincolnshire Community and Hospitals NHS Group. The overall winner in this category was Lincolnshire Community and Hospitals NHS Group; however, we were delighted when it was announced Archies had been awarded a Special Recognition Award. For those who don't know Archies, they are a small business in Louth whose owner was himself an Apprentice at First College working towards qualifications. He fully understands the importance of supporting apprentices with their learning to help them to build confidence, develop skills and progress into long-term careers. City of Lincoln Council who were last year's winners, were awarded a Highly Commended Award. To be recognised at the Greater Lincolnshire Apprenticeship Awards is a great achievement for both employers and First College.



Archies



City of Lincoln Council

PSPS Awards (Apprentice of the year 2025) - 15th November 2025

First College has been supporting PSPS with this celebration of achievement for many years now and this is the seventh presentation by Ian Dickinson, First College Chief Executive has made which included gifting the winner of the Apprentice of the Year Award an engraved iPad and this year the runner up received a quality electronic tablet. Since starting work in the partnership with PSPS we have seen 64 apprentices complete and achieve their full apprenticeships and this working relationship continues to be extremely important to us. Ian assisted Lewis Duckett, Chief Executive, PSPS in selecting the winners of the awards prior to the event and the winners this year were -

Winner – Paige Stedman

Runner up – Scarlett File

Scarlett File who was runner up of the Apprentice of the Year Award, was also the Departmental Pro runner up and is a First College apprentice.



It was an extremely positive evening for all of the staff attending and for those who received recognition in the form of certificates and trophies for their performance throughout the year as employees of PSPS.

Skegness Business Awards – 21st November 2025

This annual event is a celebration of local businesses and their employees within the Skegness area and there are a number of categories from which people can be nominated for. From Best New Business (which is an award First College sponsored), Best Accommodation, Customer Service, Learning & Development plus many more. This year First College were finalists in the Learning and Development category as a provider, we are very proud to have been recognised for the quality training we provide the community. We also had one of our apprentices Holly Hoyle (pictured below) as a finalist in the Learning Achiever category. Holly was a delightful young woman and very much deserved her place at the table. She spoke hugely positively about First College, and about her assessor Jenny Waite who she rated extremely highly for all the help that she had given her. Sadly, she was not the chosen winner on the evening but she was nonetheless very positive about the future and about her experiences of us.

Finally, we work with a company called Halt & Heal on the Restart contract, they help people who suffer with addiction, ADHD etc, they successfully won the Small Business Award.





Enrichment Activities

Analysis of 2024 to 2025 contract year

We have had a total of 59 learner entries which is slightly down on last year's 71 entries, detailing 136 enrichment activities (some learners had more than one enrichment activity at the time of the review) and these have been broken down into % for the 3 main categories:

Charity - 41 entries = 30%

This ranged from learners taking part in charity runs, making monetary donations to charities and taking part in charity quiz nights.

Supporting their local community – 28 entries = 21%

Learners recorded how they helped people within their village, run a Facebook group for their community, helped with local events to completing voluntary work within the community.

Health / Wellbeing - 66 entries = 49%

There is an increase this year on learners recording how they are spending quality time outside of work, to either go to the gym, spending time with family and in general looking after their own health and wellbeing, which is extremely important.

From these activities, learners are building their own social skills and awareness of the importance to support those less able.