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*The Education and Training Inspectorate -  
Promoting Improvement*

**Providing Inspection Services for  
Department of Education  
Department for Employment and Learning  
Department of Culture, Arts and Leisure**



## **Education and Training Inspectorate**

### **Report of a Follow-Up Inspection**

**following an**

### **Inspection of the Training for Success and ApprenticeshipsNI provision**

**in**

**Oriel Training Services**

**February 2015**

## **FOLLOW-UP TO THE INSPECTION OF ORIEL TRAINING SERVICES**

The original inspection in October 2013 highlighted strengths in the provision in Oriel Training Services, including: the good quality of the achievements and standards of the trainees and apprentices; the effective communication with employers; the good quality of the workplace training; and the effective care, guidance, and support provided to the trainees and apprentices.

The inspection also identified the need for improvement in the following key areas:

- the development of an appropriate range of strategies to improve the quality of teaching, training and learning in directed training sessions;
- the more effective planning and delivery of the essential skills provision; and
- the development of more coherent approaches to curriculum planning to more effectively engage all of the trainees in their learning programmes.

In the interval since the inspection, the following actions which affect the work of the organisation have taken place:

- a general manager has been appointed to oversee the management and development of the training provision;
- a number of other staff appointments have been made, including a marketing manager, business development manager and the recruitment of a number of professional and technical and essential skills tutors;
- the organisation's key policies and strategies, including the processes for internal quality assurance, and the arrangements for self-evaluation and quality improvement planning have been reviewed and revised;
- a staff performance management system has been introduced;
- the curriculum provision has been reviewed, and revised timetabling arrangements have been put in place for the Training for Success programme;
- a range of strategies and processes have been developed and implemented to support improvements in the quality of teaching, training and learning;
- an electronic system has been developed for staff to share training and learning resources; and
- a number of new professional and technical areas have been introduced as part of the Training for Success programme, including engineering, hospitality and catering, and IT user; and similarly food and drink has been introduced as part of the ApprenticeshipsNI provision.

The improvement plan produced by Oriel Training Services in response to the inspection findings was adequate. The ETI carried out an interim follow-up visit in May 2014, and a follow-up inspection in February 2015.

The following are the most important improvements that have taken place since the original inspection:

- the improved strategic management of the training provision;
- the improved quality assurance processes in place across the organisation, and the commitment from management and staff to on-going quality improvement;
- the more coherent curriculum provision in place for trainees on the Training for Success programme, including the better standardisation of course delivery and assessment processes across the organisation;
- the implementation, to good effect, of a range of strategies to support an improvement in the quality of teaching, training and learning, including lesson observation, the sharing of good practice, one-to-one support sessions and ongoing staff development opportunities;
- the improved links with external agencies and the appropriate use of guest speakers and external visits to support the curriculum delivery; and
- the good progress made on addressing the main areas for improvement identified in the original inspection report, including the improved quality of the provision for the essential skills.

The areas which require further development are:

- to continue to further improve the quality of teaching, training and learning;
- the ongoing monitoring and review of the curriculum provision and timetabling arrangements, to ensure that they meet appropriately the learning and support needs of all of the Training for Success trainees; and
- to increase further the proportion of trainees on relevant work placements and to monitor more closely the progression of trainees, particularly from the level 2 provision on the Training for Success programme.

## **CONCLUSION**

The overall quality of training provided by Oriel Training Services is now good. The organisation has important strengths in most of its educational and pastoral provision. The inspection has identified areas for improvement which Oriel Training Services has demonstrated the capacity to address. The Education and Training Inspectorate will monitor the organisation's progress on the areas for improvement.

## **ESSENTIAL SKILLS**

The original inspection in October 2013 identified the need for further improvement in the following key areas:

- the planning and delivery of the essential skills provision to ensure that it meets the needs of all of the trainees and apprentices;
- the collation and analysis of data to inform more effectively the self-evaluation and quality improvement planning at all levels in the essential skills;

- the provision of staff development opportunities to support the essential skills staff, particularly the newly appointed staff, in line with the entry profile of the learners; and
- to ensure that all employers are fully aware of the training and learning requirements of the programmes and have agreed a measurable commitment to supporting the training and development of all learners.

In the interval since the inspection, the following actions which affect the work of the organisation have taken place:

- the general manager has taken responsibility for the strategic development and operational management of the essential skills provision;
- three new full-time essential skills tutors along with a part-time external moderator have been appointed to support the delivery of the essential skills;
- on the Training for Success programme the curriculum provision and timetabling arrangements have been reviewed and revised, and an appropriate timeline for the delivery of the essential skills has been implemented;
- appropriate staff development has been put in place which includes opportunities for staff to share good practice;
- improved quality assurance processes have been developed, including the use of monthly progress reports to set targets and monitor the trainees' progression in their learning;
- a more comprehensive approach to initial and diagnostic assessment has been introduced; and
- a range of vocationally contextualised, resources have been created to support additional one-to-one teaching, training and learning.

The following are the most important improvements that have taken place since the original inspection:

- the improved leadership and management of the essential skills provision, including the better planning and the more structured approaches used to support the delivery of the provision;
- the improved range of staff development opportunities which are contributing positively to the development of a widening range of teaching, training and learning strategies, which are impacting to good effect on the trainees' learning;
- the more effective one-to-one support for trainees, which is supported well by a range of appropriately contextualised resources;
- the improved processes used for self-evaluation and quality improvement planning;

- the improved tracking and monitoring of the progress of the trainees and apprentices; and
- the outcomes to date in literacy and numeracy, particularly at level 2.

The areas which require further improvement are:

- to continue to review the timetabling arrangements to ensure that they support the systematic development of the essential skills across the range of professional and technical programmes;
- to continue to review rigorously the essential skills provision to ensure that it meets the needs of all trainees, and in particular, the growing number of them who have clearly identified learning support needs; and
- the further development of the self-evaluation and quality improvement planning processes for the essential skills, including the use of more robust evidence to demonstrate the effectiveness of the provision.

## **CONCLUSION**

In the essential skills, the quality of training provided by Oriel Training Services is now good. The organisation has important strengths in its provision for the essential skills. The inspection has identified areas for improvement which Oriel Training Services has demonstrated the capacity to address. The Education and Training Inspectorate will monitor the organisation's progress on the areas for improvement.

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