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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**



INVESTOR IN PEOPLE

## **Education and Training Inspectorate**

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

**Jobskills Provision  
Rutledge Joblink Coleraine**

**February 2009**

In this report, proportions may be described as percentages, common fractions and in more general quantitative terms. Where more general terms are used, they should be interpreted as follows:

Almost/nearly all	-	more than 90%
Most	-	75% - 90%
A majority	-	50% - 74%
A significant minority	-	30% - 49%
A minority	-	10% - 29%
Very few/a small number	-	less than 10%

## Grading System

The Education and Training Inspectorate is piloting a new 6-point grading scale to replace the original 4-point scale as set out below. Where grades are recorded in this report, the grade is given on both the old and the revised scales.

<b>ORIGINAL GRADE</b>	<b>REVISED GRADE</b>	<b>DESCRIPTOR</b>
1	1	Outstanding characterised by excellence.
1	2	Consistently good; major strengths.
2	3	Important strengths in most of provision. Areas for improvement which organisation has the capacity to address.
2	4	Overall sound/satisfactory but with areas for improvement in important areas which need to be addressed.
3	5	A few strengths; significant areas for improvement which require prompt action.
4	6	Poor, major shortcomings which require urgent action.

## **FOLLOW UP TO THE INSPECTION OF THE JOBSKILLS PROVISION IN RUTLEDGE JOBLINK RECRUITMENT AND TRAINING COLERAINE (RJC) in FEBRUARY 2009**

The inspection in 2007 highlighted strengths in the planning, and use of appropriate training strategies by tutors, as well as the good quality of the pastoral care for the trainees. The inspection identified the need for improvement in the following key areas:

- the modest overall retention rate on the Jobskills programmes;
- the poor overall progression rate on the Jobskills programmes;
- the quality of directed training, and the development of occupational skills by the trainees in hairdressing, and on the modern apprenticeship programme in Children's Care Learning & Development (CCLD);
- the staffing complement and provision of resources across the vocational areas inspected;
- the involvement of employers in the training process across the vocational areas inspected;
- the provision for the delivery of key and essential skills, careers education, information, advice and guidance (CEIAG) and trainee support;
- the use of information and learning technology (ILT) to support training and learning; and
- the quality assurance systems, which are not sufficiently robust to identify weaknesses in training and learning.

In the interval since the inspection, the following action which affects the work of the training organisation has taken place:

- the RJC and Training company has been re-organised and a new management structure put in place;
- the Jobskills programme is currently being phased out and has been replaced by the Training for Success, and Apprenticeships Northern Ireland (ApprenticeshipsNI) programmes;
- new tutors have been employed in hairdressing and essential skills;
- the hairdressing provision has moved to new accommodation; and
- the Information Technology (IT) central servers and IT support section have been outsourced to a private organisation.

Since the original inspection, the Education and Training Inspectorate carried out two scrutiny inspections and reported on the quality of the self-evaluation process, and a follow-up inspection in February 2009.

The action plan produced by RJC in response to the inspection findings was of a good quality.

Satisfactory progress has been made in the areas for improvement identified during the original inspection.

The following are the most important improvements since the inspection:

- the good increase in the overall progression rate from poor to satisfactory, and the increase in the overall retention rate from modest to satisfactory;
- the staffing complement across the professional and technical areas inspected to meet better the training needs of the trainees;
- the re-structuring of the management and co-ordination of the essential and key skills provision, and the development of improved procedures for trainee support and CEIAG, resulting in the implementation of a careers guidance pack for trainees and the production of a careers policy across the organisation; and
- the quality of directed training in hairdressing and CCLD which is leading to an improvement in the occupational skills of the trainees.

Further improvements are needed in the following areas:

- more regular monitoring of trainees in the workplace and the involvement of employers more in the assessment process, including the setting of short term targets, in the professional and technical areas inspected; and
- the provision of more industry standard computing resources, and the development and use of ILT to support training and learning.

Since the inspection, RJC evaluated the progress made in the areas for improvement identified in the original inspection. The Inspectorate recommends that the processes for self-evaluation are developed to focus more strongly on self-evaluation as a means to bring about improvement.

## **CONCLUSION**

In the areas inspected the quality of education and training provided by RJC is now satisfactory; the strengths outweigh areas for improvement in the provision. The organisation has demonstrated evidence of improvement but areas for improvement in learning and training and leadership and management remain to be addressed if the needs of all the learners are to be met effectively.

The Education and Training Inspectorate will monitor the organisation's progress in addressing the remaining areas for improvement.

<b>Total no of trainees</b>	<b>Original Grade</b>	<b>Revised Grade</b>
24	5	4

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