



*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 Retail**

**Customised Training Services  
Strabane**

**April 2013**

## **FOLLOW-UP TO THE INSPECTION OF RETAIL IN CUSTOMISED TRAINING SERVICES**

The original inspection in September 2011 highlighted strengths in the provision, including the: appropriate work placements provided for trainees; good standards of work achieved by the apprentices; and the outstanding (94%) retention rate and good (82%) achievement rate on the ApprenticeshipsNI programme.

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

- the inadequate planning, co-ordination and quality monitoring of the Training for Success strands;
- the poor standards of work achieved by the trainees;
- the inconsistent use of personal training plans to set targets for tracking and measuring the trainees' progress and achievements; and
- the inadequate directed training provision for the trainees.

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

- the appointment of an additional part-time retail tutor;
- the appointment of a team co-ordinator for the retail provision;
- the provision of a programme of professional development to develop the tutors' pedagogical skills and to facilitate the sharing of effective practice;
- the development of a virtual learning environment;
- a review of the trainees' personal training planning and associated monitoring arrangements; and
- development of an electronic management information system to record and report on trainees' progress and achievement.

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

- the better design and planning of the Training for Success provision which now meets well the needs of all the trainees, particularly the targeting of appropriate professional and technical qualifications;
- the good standards of work achieved by the trainees, as evidenced by a wide range of good quality assessment evidence in their portfolios;
- the very good (84%) retention rate and good (86%) achievement rate over the last four years, across the Training for Success strands;
- the very good quality of the directed training provided for the trainees, particularly the high quality pastoral support to ensure they achieve to their potential;

- the effective use of information and learning technology to enhance the quality of the trainees' learning experiences; and
- the rigorous tracking, monitoring and reviewing of the trainees' progress and achievements, which is used to good effect to promote higher standards of work and levels of motivation to complete successfully their training.

The area which requires further development is:

- the effective implementation of the management information system to track and report on trainee achievements.

## **CONCLUSION**

In retail, the quality of education and training provided by Customised Training Services is now very good. The organisation has important strengths in most of its training and pastoral provision. The inspection has identified an area for improvement which the organisation has demonstrated the capacity to address.

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