



Education and Training
Inspectorate

Training for Success and ApprenticeshipsNI Provision in Loughview Training Services

Report of a Follow-up Inspection
in November 2016



The Education and Training Inspectorate
Promoting Improvement

Providing inspection services for:

Department of Education
Department for the Economy
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FOLLOW-UP INSPECTION OF LOUGHVIEW TRAINING SERVICES

The original inspection carried out in May 2015¹ concluded that the quality of the education and training was satisfactory² and that the organisation needed to address important areas for improvement in the interests of all learners.

The main areas for improvement were the need to:

- produce a strategic plan to inform the future direction of the organisation to include a review of the Training for Success provision to ensure it meets more fully the needs of the local community;
- review and update the quality improvement plan to reflect the recent significant changes in the organisation;
- review roles and responsibilities in the organisation to provide more effective curriculum leadership and management to improve the provision;
- undertake a comprehensive review of the essential skills provision to ensure that they are delivered to all apprentices at an appropriate time in line with their needs; and
- improve the use of management information to more effectively track the progress of the apprentices in their learning, including key performance indicators, milestones and achievements.

The organisation's improvement plan took appropriate account of the areas for improvement and was of good quality.

The ETI carried out an interim follow-up visit in January 2016 and a follow-up inspection in November 2016. In the interval since the original inspection, the following key actions which affect the work of the organisation have taken place:

- a three year strategic plan has been developed to inform the future direction of the organisation;
- the management structure has been reviewed, including the appointment of co-ordinators for the professional and technical areas and the essential skills who have clear roles and responsibilities;
- a high priority has been placed on improving the quality of teaching, training and learning and tutor observations have been introduced;
- appropriate quality improvement plans have been implemented with regular reviews taking place to monitor progress;
- a process manual has been developed which standardises key processes and includes regular team meetings for the staff;
- a management information system has been populated for the professional and technical areas and the essential skills;

¹ <https://www.etini.gov.uk/publications/training-success-and-apprenticeshipsni-provision-loughview-training-services>

² From September 2015, the overall effectiveness of an organisation previously evaluated as satisfactory will now be evaluated as important areas for improvement.

- all aspects of the essential skills provision has been reviewed including the delivery to the apprentices; and
- the self-evaluation and quality improvement planning process has improved to include more regular monitoring of the progress being made and the resulting impact.

Key findings

The quality and effectiveness of leadership, management and action to promote improvement is now good.

- The organisation has a clear strategic plan that is regularly reviewed and updated to reflect the external operating environment and which sets appropriate priorities for the organisation.
- The self-evaluation and quality improvement planning processes are effective and are supported well by the management information system that provides managers with reports that are regularly monitored by them to evaluate the impact of the actions in the quality improvement plan.
- The management of the professional and technical areas and the essential skills provision has improved with good curriculum leadership being provided to the tutors.
- The essential skills provision has been reviewed and as a result the provision for the trainees and apprentices and is now good.
- All the staff now have clear roles and responsibilities resulting in high levels of staff morale and effective practice.

The quality of learning, teaching and training is now good.

- In the sessions observed, the quality of the learning, teaching and training is good or better, with a good range of learning approaches used, including the effective use of information learning technology (ILT).
- The level of engagement with employers is good or better with effective links now established with a number of large employers.

The standards and achievements remain good.

- The overall retention rates across the provision for 2015/16 are currently good at 72%.
- The progress and pace of assessment to meet the learning and skills development needs of the trainees and apprentices is good with regular and well-planned training being provided for the apprentices in the work-place.

Overall Effectiveness

In the areas inspected, the organisation now has the capacity to identify and bring about improvement in the interests of learners.

FOLLOW-UP INSPECTION OF CUSTOMER SERVICES AND HOSPITALITY IN LOUGHVIEW TRAINING SERVICES

In the May 2015 inspection, the quality of the customer services and hospitality provision was evaluated as having important areas for improvement.

The key areas for improvement were the need to:

- continue to monitor and address the retention rates across the hospitality and customer services programmes;
- continue to focus on improving the quality of training and learning for all of the apprentices by developing and implementing a wider range of strategies to enhance learning and skills development, particularly independent learning;
- ensure that all apprentices have the opportunity to develop confidence in the use of their written literacy skills; and
- strengthen and standardise the self-evaluation and quality improvement planning processes for the hospitality and customer services programmes to include within them a more robust, data informed and evidence based evaluation of the impact of teaching and training on learning and progression.

The ETI carried out an interim follow-up visit in January 2016 and a follow-up inspection in November 2016.

Key findings

Since the original inspection:

- the current retention rates for almost all of the programmes are now good or better;
- the quality of teaching, training and learning is now good;
- effective planning, tracking and monitoring processes for individual apprentices have been introduced;
- the use of ILT and the more effective use of online learning resources to support learning and teaching have been developed;
- the resources and range of teaching and learning strategies and approaches have been enhanced to promote independent learning and the confidence of all of the apprentices in the use of extended writing skills; and
- co-ordinators have been appointed for the professional and technical areas of hospitality and for customer services, which has impacted positively on the development of self-evaluation and quality improvement planning processes at programme level.

Overall Effectiveness

In customer services and hospitality, the quality of education and training provided by Loughview Training Services is now good. The organisation has the capacity to address the remaining areas for improvement, including the need to:

- further improve the retention rate in customer service level 2; and
- develop further the capacity of the team members to self-evaluate and to sustain the improvements in the quality of the provision to date.

FOLLOW-UP INSPECTION OF ESSENTIAL SKILLS IN LOUGHVIEW TRAINING SERVICES

In the May 2015 inspection, the quality of the Essential Skills provision was evaluated as having important areas for improvement.

The key areas for improvement were the need to:

- undertake a comprehensive review of all aspects of the provision and use the outcomes of the review to plan robustly for high quality management and delivery of the essential skills provision;
- clarify and agree key roles and responsibilities and ensure an adequate staffing complement to strengthen: the leadership and management; the co-ordination and the delivery of the essential skills provision;
- review and strengthen the tracking and monitoring processes for the essential skills to inform a more rigorous self-evaluation and quality improvement planning process;
- strengthen the tutor observation process and use the outcomes, more effectively, to develop and improve the training and learning in the essential skills provision for the apprentices; and
- ensure that the essential skills provision addresses adequately the training needs of all of the apprentices and supports them consistently across the duration of their professional and technical programme.

The ETI carried out an interim follow-up visit in January 2016 and a follow-up inspection in October 2016.

Key findings

Since the original inspection:

- a comprehensive review has been undertaken of the essential skills provision, including an effective revision of roles and responsibilities for the management and delivery of the essential skills which is now good;
- the staffing complement has been reviewed and is now matched more appropriately to the scale of the provision;
- the appointment of a co-ordinator for the essential skills has strengthened the tracking and monitoring processes, has facilitated a more robust collation of data and has begun to improve the self-evaluation and quality improvement planning processes for the essential skills;
- the tutor observation process has been strengthened to include peer observations in order to strengthen the sharing of effective practice, although this is at an early stage of development;
- one tutor has been facilitated to undertake the PGCE programme at the University of Ulster and this is supporting well revised approaches to delivery;
- the essential skills training provided for the apprentices is organised more effectively and supports the development of most of the apprentices' essential skills in a more systematic manner; and

- the organisation now facilitates and supports trainees and apprentices more effectively to progress, and achieve, across more than one level of the essential skills, including level 2 where appropriate.

Overall Effectiveness

In the essential skills, the quality of education and training provided by Loughview Training Services Limited is now good. The organisation has the capacity to address the remaining areas for improvement, including the need to:

- review the timetabling arrangements for the trainees and apprentices to ensure that they continue to meet the demands of the delivery and assessment of the refreshed essential skills curriculum model; and
- further develop the initial and diagnostic assessment processes to continue to support tutor planning for progression across the essential skills levels.

FOLLOW-UP INSPECTION OF TEAM LEADING AND MANAGEMENT IN LOUGHVIEW TRAINING SERVICES

In the May 2015 inspection, the quality of the team leading and management provision was evaluated as important areas for improvement.

The key areas for improvement were the need to:

- improve the co-ordination and planning of the provision, including curricular leadership, assessment strategies and the use of management information;
- enhance the quality of careers advice and guidance to ensure that the apprentices are better informed on the full range of progression pathways in further education and training; and
- ensure that the personal training plans, record accurately the prior levels of educational attainment and development needs of all the apprentices on entry to their training programme.

The ETI carried out an interim follow-up visit in January 2016 and a follow-up inspection in November 2016.

Key findings

Since the original inspection:

- a co-ordinator has been appointed, resulting in the apprentices' training provision being managed and monitored more effectively ensuring that the apprentices receive regular and well planned directed training;
- the quality of the training, teaching and learning is now good, information learning technology is used well to support and manage the apprentices' learning and assessment, particularly to record and track their progress using an e-portfolio which incorporates informative tutor feedback;
- the tutors at regular and appropriate intervals now provide the apprentices with well-targeted careers education, information, advice and guidance which is underpinned by bespoke careers booklets and other relevant information sources; and
- revised personal training plans have been introduced which mostly capture well the apprentices' prior achievements and experiences, and set out clearly an overall training programme for each apprentice, targeting well their key training needs.

Overall effectiveness

In team leading and management, the quality of education and training provided by Loughview Training Services Limited is now good. The organisation has the capacity to address the remaining area for further improvement, the need to:

- continue to refine the apprentices' personal training plans, particularly to include better cross-referencing and reviewing of their work-based learning experiences and achievements against milestones and interim targets.

FOLLOW-UP INSPECTION OF RETAIL IN LOUGHVIEW TRAINING SERVICES

In the May 2015 inspection, the quality of the retail provision was evaluated as having important areas for improvement.

The key areas for improvement were the need to:

- improve the quality of teaching, training and learning across the provision, including the more effective use of ILT;
- establish more effective quality monitoring and tracking arrangements to underpin self-evaluation and quality improvement planning processes within the professional and technical area; and
- improve the management and planning of the provision, including more effective co-ordination.

The ETI carried out an interim follow-up visit in January 2016 and a follow-up inspection in November 2016.

Key findings

Since the original inspection:

- retention on the Level 2 Apprenticeships programme has increased to 80%;
- the quality of teaching, training and learning observed is now mostly good and includes the more effective use of ILT in the classroom and the workplace, however, there is a need to ensure that the learning environment in the workplace consistently supports the apprentices' in their learning and training;
- curriculum resources, including ILT resources, are now enhanced and better reflect the sector and support more effectively the learning and skills development of the trainees and apprentices;
- monitoring and tracking of outcomes is now well supported through the management information system, which is used effectively by the tutors and apprentices to track and monitor progress;
- planning for learning has been strengthened, through better use of lesson planning and schemes of work for the retail provision and is now good;
- self-evaluation and quality improvement planning processes are more robust and make more effective use of target setting and action planning and monitoring to promote improvement; and
- management of the provision has been strengthened through more clearly defined roles and responsibilities within the retail team, and the appointment of a retail co-ordinator to support the quality of the provision for the trainees and apprentices.

Overall Effectiveness

In retail, the quality of education and training provided by Loughview Training Services Limited is now good. The organisation has the capacity to address the remaining areas for improvement, including the need to:

- further strengthen communication with employers, to ensure that all of the apprentices consistently access a learning environment that is conducive to supporting good learning and development; and
- continue to monitor and improve the retention, particularly on the Level 3 apprenticeships programme.

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