








- ❖ The organisation's vision is realised well through effective strategic planning and the establishment of a wide range of links and partnerships. These links contribute to the development of a curriculum that is responsive and aligns with the intentions and key objectives of the Department for the Economy's ApprenticeshipsNI programme.
- ❖ There are robust tracking and monitoring systems in place at both management and programme level. Regular reviews take place which report on the progress the apprentices are making in their professional and technical programme, in the essential skills, where required, and in the development of their personal and social skills.
- ❖ All of the sessions observed were well-planned, made good use of digital technologies and effective questioning to assess learning and there were good levels of engagement and participation by the apprentices.
- ❖ Most of the apprentices demonstrate good or better standards of work and are progressing well in the completion of their programme. The trainers have high expectations of the apprentices and set high standards for their work.
- ❖ The organisation has effective measures in place to support well the health and well-being of the apprentices. The organisation needs to record more formally the additional support provided to individual apprentices and its impact on their progress in learning.
- ❖ The organisation works in partnership to good effect with a social mobility charity and a well-known national bank to provide employment and training opportunities for apprentices from socially disadvantaged backgrounds. Almost all of them have completed and achieved their full framework qualification and most of them progressed to employment with the bank.
- ❖ A wide range of links and partnerships has been established with employers including large companies, sectoral bodies, business representatives and other stakeholders. These links are improving recruitment and curriculum design and help deliver training that meets the needs of the apprentices and the employers.
- ❖ Overall, most (84%) of the apprentices recruited over the three-year period from 2020/21-2022/23 remained on the programme. Of these, all achieved their full qualification framework. At level 2, most (81%) of the apprentices completed and achieved. At level 3, almost all (92%) completed and achieved their qualification. In the essential skills, all the apprentices achieved the level 2 qualification in communication and application of number, even where the framework requires level 1, and all of them achieved their targeted qualification level in ICT.
- ❖ The introduction of an end-point grading system for apprentices to recognise the commitment, attendance, level of engagement and standard of their work has resulted in an improvement in the quality of their work.
- ❖ At the time of the inspection, the evidence provided by the organisation demonstrates that the arrangements for child and adult protection align to the current guidance.

Areas for action:

-  review and re-balance the online and in-person training, in order to provide better opportunities for the apprentices to develop further their communication and interpersonal skills;
-  ensure that the trainers who require the Certificate in Teaching qualification complete it within the required timeframe;
-  provide more extensive information on potential career progression pathways from the ApprenticeshipsNI programmes; and
-  update the procedure flowchart for apprentices to report a concern and share the flowchart with the apprentices, including with new apprentices during induction.

Going forward

-  Global Horizon Skills is realising well its vision for an employer-led, innovative and impactful apprenticeship programme, particularly to ensure it is fulfilling the Department's overarching intentions and key objectives for the programme. The strategic planning is well-considered and purposeful in engaging with employers and prospective apprentices to provide training that is aligned well to their respective needs. The staff set realistically high standards which, through good quality learning provision, are achieved with success. The management and staff work collegially and have high expectations of the apprentices. The apprentices' work is of a high standard and outcomes are high.
-  The inspection has identified an aspect of highly effective practice which should be shared more widely, namely:
 - the effective partnership working with a social mobility charity and a national bank to give prospective apprentices from socio-economic disadvantaged backgrounds the opportunity to engage in employment and training and to progress to 'good jobs'.
-  ETI will monitor the progress of Global Horizon Skills Limited in addressing the areas for action as laid out in this report.