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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

ApprenticeshipsNI and Training for Success

in

Ballycastle Community Workshop (BCW) Training Ltd

March 2012

FOLLOW-UP TO THE INSPECTION OF THE BALLYCASTLE COMMUNITY WORKSHOP (BCW) TRAINING LTD APPRENTICESHIPSNI AND TRAINING FOR SUCCESS PROVISION

The inspection report in October 2010 highlighted strengths in the provision, including the very good quality of the hairdressing provision, the commitment of staff to the welfare of the trainees and apprentices, the opportunities for the trainees and apprentices to acquire additional qualifications and experiences, and the good standards of written work in most of the portfolios.

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

- the leadership and management of the provision;
- the poor overall retention rate at 49%; and
- the tracking of trainees' and apprentices' progress towards achievement of their qualifications across all of the provision.

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

- the appointment of additional members of staff, including a part-time administrator, a tutor for the literacy essential skill and two full-time members of staff to undertake the roles of marketing officer and administration tutor respectively;
- an increase of almost one-third in the number of trainees recruited, from 26 at the time of the original inspection to the current complement of 35;
- the purchase of the services of two external consultants to provide training for staff in behaviour management and the delivery of the essential skills;
- a comprehensive and thorough review of all aspects of the training provision, including the identification of appropriate arrangements to support the new essential skills tutor with short- and long-term planning and the delivery of directed training;
- the strengthening of the quality assurance procedures to include more frequent observation and monitoring of directed training and scrutiny of personal training plans;
- the implementation of an appropriate range of strategies to promote positive behaviour, including the development of a code of conduct for trainees and apprentices, increased engagement with parents and/or guardians, more robust disciplinary procedures and a well-structured programme which rewards positive behaviour;
- the development and implementation of more rigorous and robust procedures for the recording and tracking of trainees' and apprentices' progress; and
- the implementation of revised procedures for collating and monitoring data on key performance indicators, including the introduction of leavers' reports.

The Education and Training Inspectorate (the Inspectorate) carried out an interim follow-up visit in June 2011, and a follow-up inspection in March 2012. The action plan produced by the organisation in response to the inspection findings was of good quality and was adjusted appropriately in light of feedback given by the Inspectorate during the monitoring visit.

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

- the consistent and rigorous application of the action plan, which has resulted in very good progress being made in improving the provision;
- more clearly-defined roles and responsibilities of the members of the management team and the introduction of more frequent and formalised management meetings, which have resulted in stronger leadership and management and improved coherence and cohesion of the provision;
- implementation of robust procedures to promote and support the trainees' and apprentices' attendance, behaviour, and timekeeping which have resulted in clear improvements in their punctuality, levels of motivation and attendance, which is now very good at 94%;
- the recent implementation of the Trainee Forum, which has been effective in enabling trainees and apprentices to contribute more to the organisation of the provision;
- improved quality of the provision for the essential skill of literacy, which is now good;
- improved retention rate, which has increased from 49% at the time of the inspection, to 78% across the period April 2011 to March 2012; and
- improved focus on the development of the trainees' employability and work-readiness skills through the strengthening of the work-related learning component of the curriculum, increased engagement with local employers to provide more trainees with work placements, and the implementation of appropriate community-based project work for trainees who have not yet been able to acquire work placements.

The areas which require further development are:

- the ongoing refinement of the quality improvement procedures, to focus in particular on strategies to improve further the quality of the teaching, training and learning;
- the provision of further opportunities for staff to engage in relevant continuous professional development; and
- formal safeguarding training for the deputy designated officer.

CONCLUSION

In the areas inspected, the quality of education provided by this organisation is now good. The organisation is meeting effectively the training and pastoral needs of the learners; and has demonstrated its capacity for sustained self-improvement.

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