



*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 Derry Youth and Community Workshop Ltd

September 2014

FOLLOW-UP TO THE INSPECTION OF DERRY YOUTH AND COMMUNITY WORKSHOP LTD

The inspection in January 2013 highlighted strengths in the provision, including the very good quality pastoral care and learner support for the trainees and apprentices and the high proportion of trainees who had work placements in relevant commercial settings.

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

- to improve the low retention rates across all programmes and to increase the progression rates on the Programme-Led Apprenticeship strand of the Training for Success programme;
- to expand the range of provision, particularly the number of apprentices registered on the ApprenticeshipsNI programme;
- the use of a wider and more effective use of teaching, training and learning approaches in 28% of the observed directed training sessions;
- more effective use of self-evaluation and quality improvement planning to identify more clearly the areas for improvement across the provision; and
- to strengthen staff development and reporting systems to parents/carers and the Board of Directors on safeguarding.

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

- the appointment of a new chair of the Board of Directors in June 2014;
- the implementation a retention strategy that includes a wide range of initiatives with a strong focus on pastoral care and support, engagement with parents and carers to raise the aspirations of the trainees, and to improve attendance rates at directed training;
- action to identify and share best practice in teaching, training and learning throughout the organisation, including the use of peer observation approaches;
- further enhancements in the quality and range of Information and Learning Technology (ILT) resources that has been supported with appropriate staff development;
- a significant decline in the number of trainees registered in hairdressing, from ten trainees at the time of the original inspection to only four at the time of the follow-up inspection; and
- further growth in the provision in information technology users, with the number of trainees registered increasing from 13 to 21.

The improvement plan produced by the organisation in response to the inspection findings was of a good quality, and has been adjusted in light of the inspection findings. The Education and Training Inspectorate (ETI) carried out an interim follow-up visit in December 2013 and a follow-up inspection in September 2014.

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

- improved outcomes on level 2 training programmes due to higher retention rates on the Skills for Work level 2 strand of Training for Success; the retention rate for the 2013/14 period was 70%;
- the significant improvements in the progression rates on level 2 training programmes, for example, the progression rate on the Skills for Work level 2 strand for 2013/14 was 88%;
- better use of management information to monitor the progress of the trainees and apprentices in their learning;
- more effective engagement with employers to monitor and review the progress of the trainees and apprentices in the workplace;
- the overall quality of the provision in retail which is now good;
- the quality of teaching, training and learning which is now good;
- more effective use of ILT to enhance the quality and range of the trainees' and apprentices' learning experiences;
- more effective self-evaluation and quality improvement planning processes to identify and address key areas for improvement; and
- more effective staff development and reporting arrangements on safeguarding matters to parents, carers and the Board of Directors.

The areas which require further development are the:

- need to improve the outcomes for the relatively low number of trainees and apprentices who were registered on the Skills for Your Life and Skills for Work level 1 strands of Training for Success, and the ApprenticeshipsNI programmes; and
- need to review the provision under the ApprenticeshipsNI programme to ensure it matches more effectively the skill needs in the local economy.

CONCLUSION

In the areas inspected, the quality of education and training provided by Derry Youth and Community Workshop is now good. The organisation has important strengths in most of its educational and pastoral provision. The inspection has identified areas for improvement which the organisation has demonstrated the capacity to address. The ETI will monitor and report on the organisation's progress on the areas for improvement.

PROFESSIONAL AND TECHNICAL AREA: RETAIL

The original inspection in January 2013 highlighted strengths in the provision, including the high proportion (83%) of trainees in work placements in relevant commercial settings and the good opportunities for the trainees to develop relevant occupational skills in their directed training.

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

- to improve retention rates across the provision, and to increase the progression rates on the Programme-Led Apprenticeship strand of the Training for Success programme;
- to improve the quality of the directed training sessions to ensure that the trainees were more challenged in their learning;
- to make more effective use of ILT in teaching, training and learning; and
- more effective use of self-evaluation and quality improvement planning to better identify the areas for improvement across the provision.

The ETI carried out an interim follow-up inspection visit in December 2013 and a follow-up inspection in September 2014.

The improvement plan produced by the organisation in response to the inspection findings was of a good quality, and has been adjusted in light of the inspection findings.

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

- a significant reduction in the number of trainees registered in retail, declining from 24 trainees at the time of the original inspection to the current enrolment of just 11;
- the embedding of a range of ILT curriculum projects within the retail provision;
- the implementation by the senior managers of a peer observation programme to identify and share best practice in teaching, training and learning, including an integrated approach to the delivery of the essential skills within retail;
- an increased level of employer involvement in the programme, including monthly employer visits which engage to good effect the employers in target-setting to support the trainees in meeting their full potential; and
- further roll-out of initiatives which have a strong focus on the pastoral care needs and associated support for the trainees along with an increased engagement with parents and carers to raise the aspirations of the trainees and to improve attendance rates at directed training.

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

- the improved retention and progression rates across the Skills for Work level 2 provision in retail, from 40% to 57% and 47% to 80% respectively;

- the good or better quality of the teaching, training and learning across the provision, resulting in higher levels of motivation and challenge for the trainee;
- the more effective use of ILT to improve the quality and range of the trainees' learning experiences;
- more coherent and systematic approaches to self-evaluation and quality improvement planning; and
- the higher levels of employer engagement which have helped to inform the curriculum planning and ensure a more industry-relevant and employability focus for the trainees.

The areas which require further development are:

- to continue to improve rates of retention, particularly on the Skills for Your Life and Skills for Work level 1 strands of the Training for Success programme; and
- the development of more coherent pathways for trainees to progress to the ApprenticeshipsNI programme.

CONCLUSION

In retail, the quality of education and training provided by Derry Youth and Community Workshop is now good. The organisation has important strengths in most of its educational and pastoral provision. The inspection has identified areas for improvement which the organisation has demonstrated the capacity to address. The ETI will monitor and report on the organisation's progress on the areas for improvement.

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