



*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 Second Follow-up Inspection

following an Inspection of the

Training for Success and ApprenticeshipsNI provision

Rutledge Recruitment and Training

February 2015

FOLLOW-UP TO THE INSPECTION OF CONSTRUCTION (WOOD OCCUPATIONS) IN RUTLEDGE RECRUITMENT AND TRAINING

Rutledge Recruitment and Training was originally inspected in October 2012. The first follow-up inspection in January 2014 identified improvements in the provision, including the improved monitoring and tracking of the trainees' progress, the collective responsibility and commitment of the team to improve and enhance the quality of the provision, the improved learning experiences provided for the trainees and the increased number of trainees recruited to the Bangor and Belfast offices.

The follow-up inspection also identified the need for further improvement in the following key areas:

- to increase the low proportion of trainees with a work placement;
- to address the slow progress being made by a minority of the trainees on their training programme; and
- to monitor more closely health and safety practices and procedures in the training workshops, to ensure that they are strictly adhered to and that appropriate behaviours and attitudes are developed by the trainees.

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

- an increased focus on employer engagement with an aim to increase the proportion of trainees in relevant work placements;
- the development of a wider range of project-based learning activities which provide realistic work experiences for the trainees who are not yet in a work placement;
- the further development of the trainee review process to identify those trainees who are not making sufficient progress, leading to individualised remedial action plans;
- the appointment of quality and training managers to monitor the quality of the teaching, training and learning and support the tutors' quality improvement planning processes;
- the significant investment in upgrading the training facilities, including the provision of a new workshop in Bangor and additional equipment and tools; and
- the implementation of more robust health and safety arrangements which are aligned to industry standards and practice.

The improvement plan produced by the organisation in response to the first follow-up inspection findings was of a good quality. The Education and Training Inspectorate (ETI) carried out an interim follow-up visit in June 2014.

The following are the most important improvements:

- the significant increase in the proportion of the trainees in work placements, 61% of them at the time of the follow-up inspection;

- the programme of tutor observations which has been effective in identifying areas for improvement in the quality of the teaching, training and learning;
- the improved quality of the trainees' learning experiences, which is now good; and
- the better compliance and monitoring of the industry-standard health and safety practices and procedures in the training workshops.

The areas which require further improvement are:

- to continue to engage with employers to increase further the proportion of trainees in suitable work placements, particularly in the Bangor and Belfast areas;
- to further embed the procedures for monitoring and tracking trainee progress and the subsequent action planning for improvement; and
- to continue to provide targeted professional development for the tutors, with a particular focus on the effective use of information learning technology (ILT) to enhance further the quality of the teaching, training and learning.

CONCLUSION

In construction (wood occupations), the quality of training is now good. The organisation has important strengths in most of its training and pastoral provision in this area. The inspection has identified areas for improvement which the organisation has demonstrated the capacity to address. The Education and Training Inspectorate will monitor Rutledge Recruitment and Training's progress on the areas for improvement.

FOLLOW-UP TO THE INSPECTION OF RETAIL AND CUSTOMER SERVICE IN RUTLEDGE RECRUITMENT AND TRAINING

Rutledge Recruitment and Training was originally inspected in October 2012. The first follow-up inspection in January 2014 identified improvements in the provision, including the increasing use of guest speakers to enhance the quality of the trainees' learning experiences, the upward trend in retention and achievement rates and the improved collegial working across the offices to share and develop good practice in teaching, training and learning.

The follow-up inspection also identified the need for further improvement in the following key areas:

- to further embed the broader range of teaching, training and learning approaches being developed and implemented across the offices;
- the more effective use of ILT to support and enhance the quality of the trainees' and apprentices' learning experiences;
- to increase the proportion of trainees in work placements, which was too low, particularly for those trainees in the second year of their programme; and
- to continue to increase the retention rate across the level 2 retail programmes, which remained inadequate at 57%.

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

- the restructuring of the delivery team resulting in the appointment of four new tutors and a quality and training managers;
- the significant proportion (45%) of the teaching team undertaking the Certificate in Teaching qualification;
- the introduction of an electronic assessment portfolio;
- the implementation of tutor observations to inform more effectively the self-evaluation and quality improvement planning processes; and
- the increased engagement with local employers to improve the proportion of trainees in suitable work placements.

The improvement plan produced by the organisation in response to the first follow-up inspection findings was of a good quality. The Education and Training Inspectorate (ETI) carried out an interim follow-up visit in June 2014.

The following are the most important improvements:

- the increase in the proportion of the trainees in work placements, 60% of them at the time of the follow-up inspection;
- the improving use of ILT to enhance the quality of the teaching, training, learning and assessment;

- the broader range of teaching and learning approaches deployed effectively in the directed training sessions;
- the increasing use of external speakers and visits to retail outlets to improve the trainees' understanding of the world of work; and
- the much improved retention rates on the level 2 programmes in retail, which are now good at 70%.

The areas which require further improvement are:

- the development of a more coherent strategy to underpin further improvement in the effective use of ILT to support and enhance the teaching, training and learning;
- the continued focus on identifying, sharing and disseminating best practice in teaching, training and learning; and
- the further refinement of the trainee tracking and monitoring management information system to ensure it reflects more accurately the individualised progress of the trainees.

CONCLUSION

In retail and customer service, the quality of training is now good. The organisation has important strengths in most of its training and pastoral provision. The inspection has identified areas for improvement which the organisation has demonstrated the capacity to address. The Education and Training Inspectorate will monitor Rutledge Recruitment and Training's progress on the areas for improvement.

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