EDUCATION AND TRAINING INSPECTORATE

A Charter for Inspection

January 2017

ETI: Promoting Improvement in the Interest of all Learners

The Education and Training Inspectorate
Promoting Improvement

Providing Inspection Services for:

Department of Education
Department for the Economy

CUSTOMER SERVICE EXCELLENCE
CSE

About us

We, the Education and Training Inspectorate (ETI), are an organisation which provides inspection services and information about the quality of education being offered to the:

- Department of Education (DE); and
- Department for the Economy.

The legal framework for our work is set out in the Education and Libraries (Northern Ireland) Order 1986.

We are led by the chief inspector (CI), and are made up of three Directorates. The three Directorates cover the work of the ETI including early years, primary and post primary schools, special education, further education and work-based learning, youth, initial teacher education, inspection of provision for the Department of Agriculture, Environment and Rural Affairs and Criminal Justice Inspection Northern Ireland as well as policy, planning and improvement work.

Individual Directorates are led by an assistant chief inspector (ACI), assisted by managing inspectors (MIs).

Our vision statement is to be a highly regarded and influential organisation, dedicated fully to the education and well-being of all learners.

What we do

The Organisation's Vision

- An organisation:
  - whose professional purpose is rooted in the primacy of the learner; and in the promotion of quality and improvement in education, youth and training;
  - whose members, in their dealings with others and each other, live out the core values of TRUTH, DIGNITY, SERVICE and EXAMPLE;

- which values and maintains its impartiality and independence;
- whose members recognise the unique contribution which inspection can make to raising standards and improving the life chances of learners;
- which is confident (but never complacent) of its particular, special place amongst the education, youth and training organisations in Northern Ireland; and
- seeks always to improve and to secure value for money in the exercise of its functions.

The purpose of inspection is to promote the highest possible standards of learning, teaching and achievement throughout the education, training and youth sectors.

In achieving this purpose, we:

- provide an unbiased, independent, professional assessment of the quality of learning and teaching, including the standards achieved by learners;
- identify and report on educational developments;
- comment on the influence and outcomes of the policies of the three departments within the education, training and youth sectors; and
- publish reports on individual organisations, and summary reports on aspects of the quality of educational, training and youth sectors in Northern Ireland.

We inspect organisations which receive funding for education and training, including:

- pre-school settings, including: nursery schools, nursery units and voluntary and private settings;
- primary, post-primary and special schools;
- education other than at school (EOTAS) provision;
- institutes of further and higher education;
- supplier organisations of training and employment programmes;
- the youth and community sector;
- initial teacher education institutions;
- independent schools;

- the nature, scope and effect of advisory and support services provided by the Education Authority.

The inspection programme is designed to provide evidence on issues on which the departments and their Ministers need particular advice.

The ETI will provide advice to the departments and Ministers on request.

Code of conduct

The ETI will:

- recognise that the key priority must be the interests and well-being of the learners, in terms of the quality of education and training which they experience, and the outcomes they achieve;
- be sensitive to the circumstances of the organisation, and ensure tact and courtesy towards all with whom the inspector/s come into professional contact;
- evaluate objectively and consistently, be honest in communicating findings and demonstrate openness to ensure that evaluations reflect accurately the organisation's achievements;
- show concern for accuracy and reliance on evidence-based evaluation;
- show fairness in dealing with individuals and groups;
- respect your privacy and treat confidential issues concerning you in an appropriate way;
- comply with our statutory duties to make sure you receive equality of service;
- endeavour to minimise the stress on those involved in the inspection;
- take responsibility and be accountable for the quality of our work;
- be committed to ensuring that queries are answered promptly and concerns dealt with, within a defined timescale;
- be sensitive to the effect on others of evaluations and reports, but without compromising the principles, values and standards of ETI;
- take prompt and appropriate action on any safeguarding or health and safety issues; and
- act with integrity at all times.

The ETI expects organisations to play their part by ensuring that inspectors can conduct their visit in an open and honest way and evaluate provision objectively.

The ETI expects all organisations it inspects to:

- show respect and professional courtesy at all times;
- enable inspectors to conduct their visit in an open and honest way;
- enable inspectors to evaluate the organisation objectively against the inspection framework;
- liaise with inspectors to minimise disruption, stress and bureaucracy;
- co-operate while carrying out the inspection process including the observation of lessons and training, the sharing of relevant, accurate and up-to-date information and data and a willingness to meet with inspectors for professional discussion relating to aspects of their work;
- ensure that the health and safety of inspectors is not prejudiced while they are on the organisation's premises;
- provide early notification of any changes that may affect the conduct of the inspection;
- provide early notification of any difficulties that may arise in relation to the inspection;
- promptly draw any concerns about the inspection to the attention of inspectors and in a suitable manner; and
- understand the need for inspectors to observe practice and talk to staff without the presence of a senior member of staff.

Please note that aggressive and/or abusive behaviour towards our staff is unacceptable.

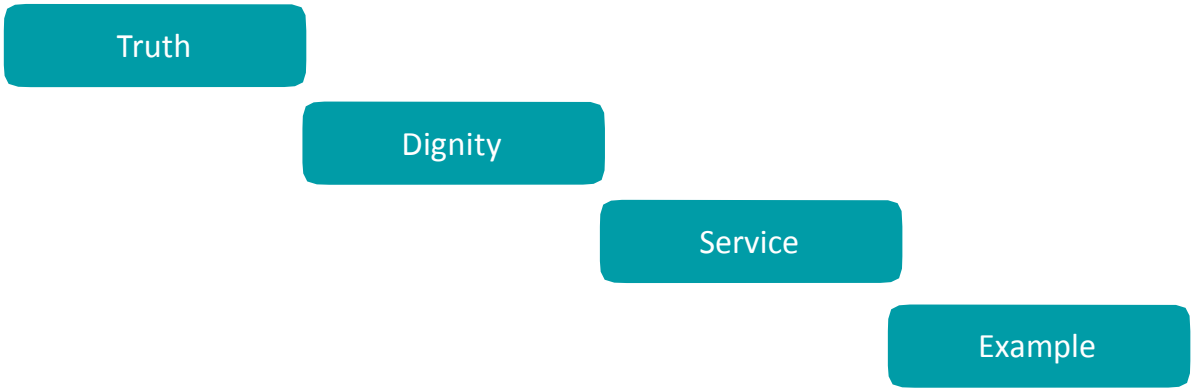
Our Values

The inspection process aims to improve the learning experiences and the standards achieved throughout the education, training and youth services.

This aim is reflected in our mission statement, which is:

'promoting improvement in the interest of all learners'.

Our mission statement is supported by the following values.



These values, and their associated behaviours, guide our work, and are defined as follows.

Truth

Honesty coupled with openness and sensitivity make sure that there is a free flow of information, within agreed guidelines, across and outside the organisation. We will be honest, open and sensitive in all of our dealings with colleagues, customers and stakeholders.

Dignity

We will treat everyone with whom we come into professional contact (both inside and outside the organisation) with respect and consideration.

Service

We will use our professional expertise to provide our customers, stakeholders and our colleagues with an effective service, which aims to promote improvement in the interests of all learners.

Example

We will work towards the highest standards of courtesy, behaviour and professional expertise and credibility.

How we will improve our service

We will improve our service by:

- continuously assessing the quality of our work to make sure that we meet the highest standards of professionalism and honesty;
- consulting customers and stakeholders when we are designing new developments in inspection processes and procedures;
- collecting feedback from the organisations we inspect and people who read the inspection reports;
- reviewing policies and procedures in the light of our own self-evaluation and the feedback we get from customers, stakeholders and an independent agency;
- reporting regularly on how well we are meeting our standards;
- assessing our business against the Customer Service Excellence Model and operating the principles of Investors in People (IIP);
- measuring performance against similar organisations; and
- reviewing the 'charter for inspection' every three years.

How to make a comment, enquiry, compliment or complaint

We want to provide an efficient and effective service guided by the principles, values and standards set out in this document. It is important that we are told about any particular strengths in the inspection process so that we can be build on them. However, we also want to know about any concerns and difficulties so we can put things right.

If a teacher/lecturer/member of support staff/leader or chair of governors/management committee needs to raise an issue/complaint with us, please refer to the ETI Complaints Procedure, which is available at **http://tinyurl.com/Comp-Procedure**; or from:

Inspection Services Team
Rathgael House
43 Balloo Road
Rathgill
Bangor
Co Down
BT19 7PR

Phone: 028 9127 9726
Fax: 028 9127 9691
Email: **eti@education-ni.gov.uk**

Do you want to know more?

There is more information on the quality standards we use and specific aspects of our work in the following documents.

- The Chief Inspector's Reports
- The Inspection Process: Information for Teachers
- The Inspection Process: Information for Governors
- The Inspection Process: Information for Parents
- The Inspection Process: Information for Managers of Training Organisations
- The Inspection Process: Information for Students
- The Inspection Process: Information for Trainees
- The Inspection Process: Information for Management Committees
- The Inspection and Self-Evaluation Framework (ISEF)
- The Reflective Teacher

If you do not have access to the internet, copies of the documents are available from the address below.

Inspection Services Team
Rathgael House
43 Balloo Road
Rathgill
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Co Down
BT19 7PR

Phone: 028 9127 9726
Fax: 028 9127 9691
Email: **eti@education-ni.gov.uk**
Website: **www.etini.gov.uk**

How to contact us

We are committed to openness in the inspection process and to continuously improving our work. We welcome enquiries about our service.

Please send any comments, suggestions or enquiries to:

Inspection Services Team
Department of Education
Rathgael House
43 Balloo Road
Rathgill
Bangor
Co Down
BT19 7PR

Phone: 028 9127 9726
Fax: 028 9127 9691
Email: eti@education-ni.gov.uk

Inspection Services Team will send any information to the appropriate member of the Inspectorate.

Staff within the Inspection Services Team will try to respond to phone enquires immediately. If the query needs a written response, they will respond within 15 working days.

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