

## Home Office (Tier 4) Educational Oversight inspections

### Inspection guidelines

2019-2020

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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  
and other commissioning Departments



## **INSPECTION GUIDELINES**

The purpose of inspection is to promote the highest possible standards of learning and teaching, and achievement across the education sector. In all inspections, the fundamental task of the inspection team is to:

- support and promote quality enhancement in organisations to provide the best possible experience for the learner;
- make, and communicate, an objective professional evaluation of the quality of learning and teaching and training, including the standards and outcomes achieved by learners;
- evaluate the quality and effectiveness of the leadership and management of the provision of the organisation being inspected; and
- support this professional evaluation with evidence, in the main based on observation.

The report of the findings of the inspection should acknowledge good practice and outcomes and, where appropriate, provide a clear basis for improvement.

The inspection report will also provide information for the Home Office on the quality of the education the organisation provides.

### **The inspection Team**

Inspections of individual organisations are normally undertaken by an inspection team under the leadership of the Reporting Inspector (RI), assisted by a Deputy Reporting Inspector (DRI). The inspection team will typically include three inspectors. The number of inspectors will be adjusted to take account of the size and complexity of the organisation. All inspectors will carry out the full range of evaluative activities including observation of learning and teaching, interviewing learners, interviewing staff and evaluating policies, records and documentation. Further details of roles and responsibilities can be found in the online document, 'Roles and Responsibilities – Inspectorate'<sup>1</sup> and 'Roles and Responsibilities - Others'.

### **The inspection process**

Inspections will be carried out using the inspection and self-evaluation framework (ISEF) which is available on the ETI website<sup>2</sup>. Evaluations will be made under the three main sections; Outcomes for Learners, Quality of Provision, and Leadership and Management. The evaluation will be made using the self-evaluation questions and characteristics of effective practice included in each section. The inspection will aim to provide an independent judgement of the quality of learning and teaching in the organisation and evidence on the effectiveness of organisation-led internal review and self-evaluation of learning and teaching. Inspectors will report the outcome of inspection in terms of the organisations capacity to identify and sustain improvement, highlighting strengths and areas for improvement or what the organisation needs to do to improve further.

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<sup>1</sup> Roles and Responsibilities – [www.etini.gov.uk](http://www.etini.gov.uk)

<sup>2</sup> <https://www.etini.gov.uk/publications/type/supportmaterial/organisational/home-office-13>

One of six performance levels will be awarded for each of the three main sections in the self-evaluation framework and the overall quality of the provision within an organisation will be evaluated using one of four overall effectiveness outcomes (see tables below).

### Performance Levels

The ETI use the following performance levels when reporting on achievement and standards, on provision for learning, and on leadership and management:

Performance level
Outstanding
Very good
Good
Important area(s) for improvement
Requires significant improvement
Requires urgent improvement

### Overall Effectiveness Outcome

The ETI use one of the following inspection outcomes, for full Educational Oversight inspections, when evaluating the overall effectiveness of the organisation:

The organisation has a high level of capacity for sustained improvement in the interest of all the learners. The inspection confirms that it meets the requirements for Educational Oversight. The ETI will continue to monitor the organisation's progress in addressing any area(s) for improvement through the Annual Monitoring Review inspection processes.
The organisation demonstrates the capacity to identify and bring about improvement in the interests of all the learners. The inspection confirms that it meets the requirements for Educational Oversight. The ETI will continue to monitor the organisation's progress in addressing the areas for improvement through the Annual Monitoring Review inspection process.
The organisation needs to address (an) important area(s) for improvement in the interest of all the learners. The inspection confirms that it does not meet the requirements for Educational Oversight. The organisation should refer to the Home Office Guidelines for Educational Oversight.
The organisation needs to address urgently the significant areas for improvement identified in the interests of all the learners. The inspection confirms that it does not meet the requirements for Educational Oversight. The organisation should refer to the Home Office Guidelines for Educational Oversight.

The ETI use one of the following inspection outcomes, for Annual Monitoring Review inspections, when evaluating the overall effectiveness of the organisation:

The organisation has a high level of capacity for sustained improvement in the interest of all the learners. The inspection confirms that it continues to meet the requirements for Educational Oversight. The ETI will continue to monitor the organisation's progress in addressing any area(s) for improvement through the Annual Monitoring Review inspection processes.
The organisation demonstrates the capacity to identify and bring about improvement in the interests of all the learners. The inspection confirms that it continues to meet the requirements for Educational Oversight. The ETI will continue to monitor the organisation's progress in addressing the areas for improvement through the Annual Monitoring Review inspection process.
The organisation needs to address (an) important area(s) for improvement in the interest of all the learners. The inspection confirms that it no longer meets the requirements for Educational Oversight. The organisation should refer to the Home Office Guidelines for Educational Oversight.

The organisation needs to address urgently the significant areas for improvement identified in the interests of all the learners. The inspection confirms that it no longer meets the requirements for Educational Oversight. The organisation should refer to the Home Office Guidelines for Educational Oversight.

The ETI use one of the following inspection outcomes, for Quality Improvement Planning inspections, when evaluating the overall effectiveness of the organisation:

On the basis of all the information provided, there is sufficient evidence that the organisation is planning effectively to sustain improvement and continues to meet the requirements for Educational Oversight.

On the basis of all the information provided, there is sufficient evidence that the organisation is planning effectively to sustain improvement and continues to meet the requirements for Educational Oversight. However, <organisation> needs to continue to: <2-3 brief bullet points to identify areas that the organisation needs to continue to develop>.

On the basis of all the information provided, there is insufficient evidence that the organisation is planning effectively to sustain improvement and needs to continue to: <key areas that the organisation needs to continue to develop should be identified>. The organisation **must** apply for an annual monitoring review inspection within the next 12 months.

Prior to the inspection, the organisation will agree the dates the inspection will take place. The reporting inspector (RI) will arrange a pre-inspection visit (if required –depending on the type of inspection) to brief the organisation and confirm the scope of the inspection. In the pre-inspection period, the RI will liaise with the organisation. The organisation will be invited to provide current data and information for the inspection team. Management will also be asked to provide a self-evaluation of the quality of the education provision within the organisation.

The inspection will normally last for up to three days (quality improvement planning inspection is 2 days). During the inspection the inspection team will normally:

- observe learners in classes;
- talk to learners;
- talk to teachers/tutors;
- assess the quality of provision;
- examine learners work;
- evaluate accommodation, materials resources;
- evaluate effectiveness of management and quality of relationships;
- evaluate the support and advice available to learners; and
- review organisation documentation including policies and the self-evaluation report.

During the pre-inspection visit or phone call, the reporting inspector will discuss and agree with each organisation the proposed nature and levels of inspection engagement with managers and staff. The ETI encourage organisation senior managers to work in partnership with inspectors to identify appropriate evidence. Organisations will be invited to identify an appropriate senior manager or other staff member with a comprehensive strategic

overview to fulfil the role of main organisational contact with the inspection team (representative – *the role of the representative is entirely voluntary and, if not taken up, will not affect the outcome of the inspection*). This staff member will play a key role in supporting the smooth operation of the inspection and should:

- act as the primary contact and liaison between the ETI inspection team and the organisation;
- direct inspectors to sources of evidence across the organisation, including the appropriate staff with whom to discuss specific issues;
- be present at report back sessions and moderation meeting with ETI; and
- report back accurately to management and staff in the organisation during the inspection.

### **Feedback**

The RI will feedback any issues arising to the organisational representative (or senior manager) at the end of each day. The inspection team will formally report back the main inspection findings to management within the organisation at the end of the inspection visit, including the overall effectiveness outcome. A short inspection report will be issued to management after the visit to check for factual accuracy (not quality improvement planning), and the report will then be published on the ETI website. The ETI will also notify the Home Office of the outcomes of all inspection activity carried out; it is also the responsibility of each individual organisation to inform the Home Office of the outcomes of inspection.

### **Concerns and complaints**

A copy of the ETI complaints procedure will be issued to the organisation by the RI at the pre-inspection visit and the procedures for raising a complaint will be explained to the organisation at that stage<sup>3</sup>. **Note: there is no separate appeals procedure.**

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<sup>3</sup> Complaints Procedure – [www.etini.gov.uk](http://www.etini.gov.uk)