



Education and Training  
Inspectorate

ApprenticeshipsNI Provision in  
Transport Training Services (NI)  
Limited

Report of a Follow-up Inspection  
in September 2019



The Education and Training Inspectorate  
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## **FOLLOW-UP INSPECTION TO TRANSPORT TRAINING SERVICES (NI) LIMITED**

The Education and Training Inspectorate (ETI) carried out an inspection of Transport Training Services (NI) Limited in June 2018<sup>1</sup>. The overall effectiveness of the organisation was evaluated as having important areas for improvement, and the provision for the essential skills required urgent improvement.

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

- the essential skills provision for the apprentices;
- the processes used for self-evaluation and quality improvement planning across the organisation; and
- the quality of the leadership and management at operational level, including the development of more robust and cohesive management information systems and associated processes to improve the quality of the provision.

The ETI carried out an interim follow-up inspection visit in March 2019 and a follow-up inspection in September 2019. In the interval since the original inspection, the following key actions or changes which affect the work of the organisation have taken place:

- the appointment of new managerial staff, including a new training director and a middle manager with responsibility for careers development, care and welfare and more recently the co-ordination of the essential skills;
- a review of the quality improvement planning process, including recent work on an overarching quality improvement framework;
- the deployment of three part-time, qualified essential skills tutors to provide essential skills training, including its provision in intensive blocks;
- the development and implementation of a new management information system;
- the recent appointment of an additional professional and technical trainer; and
- a significant increase in the number of apprentices registered on the ApprenticeshipsNI programme, from 160 at the time of the original inspection to 266.

### **Key Findings**

The quality of provision remains as important areas for improvement.

- A revised model for the delivery of the essential skills has been devised and is in the process of implementation. This remains at an early stage and the impact of the revised model on the standards of the apprentices' work and the outcomes they attain has yet to be determined more fully.

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<sup>1</sup> The original inspection report can be accessed at: <https://www.etini.gov.uk/publications/apprenticeshipsni-provision-transport-training-services-ni-limited>

- Through the new management information system, accurate and reliable information is now available to the essential skills co-ordinator and senior managers, ensuring those apprentices requiring the essential skills are identified quickly and their progress is tracked well.
- A written policy for the development of the essential skills provision is now in place and arrangements for the initial and diagnostic assessment of the apprentices on entry to training have been established. The initial and diagnostic assessments, however, need to be aligned better with the demands of the revised assessment arrangements for the essential skills to better inform planning to meet individual apprentices' essential skills needs.
- The proposed model of delivery for the essential skills is overly assessment-focused. It needs to be kept under continual review to ensure it is meeting the needs of all of the apprentices in terms of developing their literacy and numeracy skills and ensuring good attendance and positive learning experiences during the intensive periods of block training. The entry policy for the external assessments also needs to be reviewed.
- Overall, better use needs to be made of the now available initial and diagnostic assessment information to plan and implement a more tailored programme of learning for the essential skills, to better meet the individual needs of all of the apprentices.

The leadership and management remains as important areas for improvement.

- Overall, the organisation has been slow in addressing robustly the key areas for improvement identified during the original inspection. As a result, many of the improvements remain at an early stage and the impact and embedding of the improvement actions has not yet been realised sufficiently.
- The newly appointed staff have given a much needed impetus to the improvement work. Consequently, a tailored, fit-for-purpose management information system has been designed and implemented, the quality improvement planning process has improved and work has begun to establish an appropriate overarching quality framework process.
- Additional refinement work is necessary to further develop the quality improvement planning process, including a stronger focus on evaluative language, better use of the available data to evidence the evaluations, the involvement of all key members of staff in the process and more robust action planning and measurement of impact. Members of the Transport Training Board also need to take a more active role in the quality improvement planning process.
- Appropriate work is being taken forward to review the arrangements, policies and procedures for safeguarding, involving an external organisation with recognised expertise in this area. It will be important that the planning for an adult safeguarding champion is advanced and that all specified staff training is completed.

- Notwithstanding the areas of leadership and management that require further improvement work, the effectiveness and impact of the leadership and management have improved overall, a management structure for the essential skills is now in place and the organisation is partially progressing the key areas for improvement.

The provision for the essential skills now has important areas for improvement.

### **Overall effectiveness**

Transport Training Services (NI) Limited needs to address important areas for improvement in the interest of all of the learners.

The follow-up inspection has identified the following areas for improvement:

- continue to improve the quality of the provision for the essential skills; and
- further develop and embed the quality improvement planning process, including the overarching quality framework.

Further action will be considered by the Department for the Economy.

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