



*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**



INVESTOR IN PEOPLE

## **Education and Training Inspectorate**

### **Report of a Follow-up Inspection**

#### **New Deal Provision**

#### **Carrickfergus New Deal Consortium**

**March 2007**

A number of quantitative terms are used in the report. In percentages, the terms correspond as follows:-

- More than 90% - almost/nearly all
- 75%-90% - most
- 50%-74% - a majority
- 30%-49% - a significant minority
- 10%-29% - a minority
- Less than 10% - very few/a small number.

### Grading System

The Education and Training Inspectorate (Inspectorate) is piloting a new 6-point grading scale to replace the original 4-point scale as set out below. Where grades are recorded in this report, the grade is given on both the old and the revised scales

ORIGINAL GRADE	REVISED GRADE	DESCRIPTOR
1	1	Outstanding characterised by excellence.
1	2	Consistently good; major strengths.
2	3	Important strengths in most of provision. Areas for improvement which organisation has the capacity to address.
2	4	Overall sound/satisfactory but with areas for improvement in important areas which need to be addressed.
3	5	A few strengths; significant areas for improvement which require prompt action.
4	6	Poor; major shortcomings which require urgent action.

Mr Ivan Megaw  
Loughview Training Services  
Unit 12A Ferbro Buildings  
335 Antrim Road  
GLENGORMLEY  
BT36 5DZ

March 2007

Dear Mr Megaw

**FOLLOW-UP TO THE INSPECTION OF THE NEW DEAL PROVISION –  
CARRICKFERGUS NEW DEAL CONSORTIUM**

At the time of the original inspection in May 2005, the Lead Partner for the Carrickfergus New Deal Consortium was Enterprise Ulster. In September 2006 Loughview Training Services took over the role of lead partner when Enterprise Ulster withdrew as lead partner and as a member of the consortium. The other consortium members are East Antrim Institute of Further and Higher Education and Carrickfergus Enterprise Agency.

The original inspection highlighted a number of strengths in the provision which included the:

- good motivation of the majority of trainees;
- satisfactory or better standards of work achieved by most of the trainees in the workplace;
- excellent success rate (94%) for trainees who complete the Full-Time Education and Training (FTET) option;
- good quality relationships between almost all of the trainees, staff members and employers;
- satisfactory or better workplace training provided for almost all of the trainees; and
- good relationships with existing employers which can be built upon and extended.

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

- poor retention rate on the FTET option at 51%;
- high percentage of trainees who leave all three options inspected early to return to unemployment or other benefits;
- poor progression rates of trainees across the three options inspected to sustained employment;

- poor quality of initial advice and guidance and induction, which fails to inform trainees sufficiently of the aims and objectives of their New Deal option;
- number of trainees on the Preparation for Employment Programme (PEP) option who are not developing occupational skills or achieving qualifications which will improve their employability;
- poor quality of individual training plans across all of the options, which do not set realistic targets and outcomes against which trainee progress can be measured;
- irregular monitoring of trainee progress in the workplace, and ineffective links with employers in the review process;
- lack of rigour in Jobsearch activities for most trainees;
- quality assurance procedures across the providers to ensure consistency in provision and the management of the programmes;
- poor resources for directed training;
- use of key performance indicators and targets within self-evaluation and development planning for all of the options; and
- development and embedding of policies and procedures for pastoral care and the management and protection of vulnerable adults.

In the interval since the inspection, the main changes that affect the work of the organisation include:

- the change of leadership within the Consortium from Enterprise Ulster to Loughview Training Services from September 2006;
- the withdrawal of Enterprise Ulster as a member of the Consortium;
- the inclusion of Carrickfergus Enterprise Agency to provide the self employment option within the consortium;
- a small increase in the overall number of New Deal trainees within the consortium from 23 at the time of the original inspection to 30 at the time of the follow up inspection;
- the implementation of procedures aimed at obtaining the views of all of the key stakeholders in the New Deal process including participants, employers, New Deal Personal Advisers and tutors to identify areas for improvement within Loughview Training Services;
- the strengthening of initial advice and induction procedures across the consortium members;

- the appointment of additional staff for administrative duties for the consortium and for training in Jobsearch and Business Administration; and
- the provision of appropriate training in the protection of children, young people and vulnerable adults for the designated staff members.

In March 2007, the Inspectorate carried out a follow-up inspection. The following are the most significant improvements following the original inspection:

- clarification of roles and responsibilities with regard to the leadership and management of the consortium;
- a structured Jobsearch programme with more focused training in key areas such as job applications and interview skills;
- a standardised approach to initial assessment for all trainees;
- the development of a greater employer base to provide a wider range of work placements for trainees on PEP to improve their employability;
- increased involvement of employers in review and setting targets for work based training;
- a significant increase in the number of trainees who complete their programme and progress to sustained employment;
- regular and effective monitoring of progress made in the workplace; and
- improved facilities and resources to enhance directed training.

The areas which requires further improvement are the:

- quality assurance procedures for the monitoring and evaluation of the new deal provision and the need to share good practice across all providers in the consortium; and
- systematic use of management information including key performance indicators and targets within self evaluation and development planning for all of the new deal options.

## **CONCLUSION**

The provision within Carrickfergus New Deal Consortium has strengths in many aspects of its training provision. The inspection has identified a few areas for improvement in important areas which need to be addressed to meet effectively the needs of all of the learners.

The Inspectorate will monitor and report on the Consortium's progress in addressing these areas for improvement.

## GRADES

<b>Grades</b>	<b>The original inspection (old grading system)</b>	<b>The follow-up inspection (old grading system)</b>	<b>Revised Grading System</b>
<b>Overall Grade</b>	<b>Grade 3</b>	<b>Grade 2</b>	<b>Grade 4</b>
<b>Contributory grades:</b>			
Standards and Outcomes	Grade 3	Grade 2	Grade 3
Quality of Training and Learning	Grade 3	Grade 2	Grade 3
Leadership and Management	Grade 3	Grade 2	Grade 4

<b>Area of Learning</b>	<b>The original inspection (old grading system)</b>	<b>The follow-up inspection (old grading system)</b>	<b>Revised Grading System</b>
Preparation for Employment	Grade 3	Grade 2	Grade 3
Full Time Education and Training Option/Education and Training Opportunity	Grade 3	Grade 2	Grade 4

Yours sincerely

**ELIZABETH WELLS (MRS)**  
**Inspection Services Branch**

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