



*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

**Jobskills/Training for Success Provision
Impact Training (Northern Ireland) Limited**

October 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 minority

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.

FOLLOW-UP TO THE INSPECTION OF THE JOBSKILLS/TRAINING FOR SUCCESS PROVISION – IMPACT TRAINING (NI) LIMITED

The original inspection in May 2005 highlighted a number of strengths in the provision. These included the:

- good standards demonstrated by the majority of the trainees;
- excellent and good average success rates in the professional and technical qualifications for trainees on the Traineeship (100%) and Access (85%) programmes and the good average rate of progression from both at 88%;
- good opportunities for trainees on the Traineeship programme to develop their personal effectiveness through a personal development programme;
- good quality workplace training for most of the trainees;
- good monitoring and review arrangements for trainees in information and communication technology (ICT) and hospitality and catering;
- good strategic leadership;
- good staff development opportunities;
- well established links with a wide range of stakeholders; and
- thorough and detailed self-evaluation report.

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

- the time-keeping and attendance in the workplace for a minority of trainees;
- the poor average retention rate on Traineeship programmes at 52% and the modest average retention rate on the Access programme at 65%;
- the need to develop a broader range of training strategies in the engineering and essential skills directed training;

- the need for increased support for Access trainees to identify and address their strengths and weaknesses in terms of work readiness;
- the provision for the key skill of ICT in hospitality and catering, engineering and wood occupations;
- the arrangements for the assessment of trainees' work and the monitoring and review of their progress in administration, wood occupations and engineering;
- the strengthening of quality assurance procedures to identify weaknesses in the quality of training and learning and the implementation of procedures to allow the sharing of good practice across professional and technical programmes; and
- the review of existing pastoral care policies and procedures to ensure that they are sufficiently comprehensive and robust to meet the requirements of the Protection of Children and Vulnerable Adults (NI) Order 2003.

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

- implementation of a new marketing strategy which has resulted in increased recruitment to both the Access and Traineeship programmes;
- development and implementation of a strategy aimed at improving retention rates across the professional and technical programmes;
- introduction of a pre-vocational Access programme and the appointment of a dedicated tutor for this group;
- appointment of three other new members of staff, two in essential skills and one in engineering;
- development of new procedures for the induction and initial assessment of all trainees;
- introduction of revised assessment and verification procedures across all programmes;
- upgrading of ICT equipment;
- provision of staff development for all staff members aimed at supporting the retention strategy and improving the quality of training and learning and pastoral care; and
- implementation of new quality assurance arrangements.

In October 2007, the Inspectorate carried out a follow-up inspection. The following are the most significant improvements since the inspection, and these were included in the revised development plan, submitted by the organisation, following the original inspection:

- over the last two years the organisation has increased its overall retention and success rates and maintained good rates of progression. The overall retention rate, across the professional and technical programmes, has risen significantly from 58% to 82% and the overall success rate has increased from 96% to 100%. The retention rate on the Access programme has increased from 65% to 76% and on the Traineeship programme from 52% to 86%;
- the significant improvement in the quality of training and learning in essential skills and in engineering and the increased motivation of trainees in both these areas;
- the strengthening of initial assessment procedures to provide a more holistic view of individual learners' needs and the development of more robust personal training plans outlining appropriate actions;
- the good provision of ICT training for trainees across all professional and technical programmes;
- the strengthening of quality assurance arrangements to include the implementation of systems and procedures for effective monitoring of the quality of provision for training and learning and the strengthening of procedures to monitor individual trainee progress towards achievement of their qualification; and
- the improved arrangements for pastoral care following a programme of relevant staff development.

The area which requires further improvement is:

- the increased use of information and learning technology (ILT) across all professional and technical programmes to enhance the quality of the trainees' learning experience.

CONCLUSION

In the areas inspected, the organisation has major strengths in its educational and training provision. The educational, training and pastoral needs of the learners are being well met, along with the needs of the community and the economy. The parents and community can have confidence in the organisation's capacity for sustained self-improvement.

GRADES

Grades	The original inspection (old grading system)	The follow-up inspection (old grading system)	Revised Grading System
Overall Grade	Grade 2	1	2
Contributory grades:			
Standards and Outcomes	Grade 2	1	2
Quality of Training and Learning	Grade 2	1	2
Leadership and Management	Grade 2	1	2

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