



*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 and New Deal Provision

**Graham Training
Lisburn**

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.

FOLLOW-UP TO THE EXTENDED INSPECTION OF THE JOBSKILLS AND NEW DEAL PROVISION – GRAHAM TRAINING, LISBURN

The original inspection of the Jobskills provision in Graham Training, Lisburn and the New Deal provision in the Lisburn New Deal Consortium took place between September and December 2004. Graham Training is the lead partner of the consortium which also includes Dairy Farm and Voluntary Service Lisburn. Dairy Farm provides the training for a majority of the New Deal trainees.

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

- overall satisfactory retention and excellent success rates at 76% and 91% respectively on the Jobskills Access programme;
- overall good retention and success rates at 84% and 83% respectively on the Traineeship programmes;
- satisfactory and good progression rates to further education or training or relevant employment at 75% and 82% for the Access and Traineeship programmes;
- good quality of the work placements for almost all of the trainees;
- appointment of a New Deal mentor to support trainees in both directed and workplace training; and
- well established monitoring and review procedures for Jobskills trainees.

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

- retention rates on the Modern Apprenticeship (MA) programmes at 41% overall, and success rates which reflect achievement by small numbers of trainees;
- poor success rates on the New Deal Full-Time Education and Training (FTET) and Education and Training Option (ETO) options at 51% and 52% respectively;
- variable quality of the directed training across the programmes and organisations within the Consortium;
- development of individual training plans to improve further training in the workplace;
- involvement of employers in the review of trainees' progress and in setting short term targets to support skill development and progress towards achieving the target qualification;
- formal arrangements to review and evaluate the quality of provision across Jobskills and New Deal programmes;

- more systematic use of key performance information across course teams;
- review of the provision in relation to the low recruitment in some vocational areas;
- collaboration and the sharing of practice across consortium partners to reduce inconsistencies in the quality of training and learning across the provision;
- improved monitoring of progress for New Deal trainees on the Preparation for Employment Programme (PEP) programme;
- embedding of procedures to ensure that all trainees across all organisations within the consortium are vetted before being placed in early years or care settings;
- staff development to ensure the development of self evaluation at course level; and
- planning for the development and assessment of key skills across the Jobskills programmes.

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

- changes to the senior management structure within Graham Training, resulting in the operational management of Jobskills and New Deal programmes being shared by two Training Managers;
- a high level of staff turnover due to a number of circumstances which were outside the control of the management of Graham Training;
- an overall significant reduction in the number of Jobskills trainees on the Graham Training, Lisburn contract, from 35 at the time of the original inspection, to 26 during the follow up inspection;
- an overall increase of New Deal trainees in the Lisburn Consortium from 38 to 45 during the follow up inspection, with very small numbers of these trainees registered with the Lead Partner;
- the withdrawal of Enterprise Ulster as a partner within the consortium;
- the appointment of a new manager in Voluntary Service Lisburn and their active participation in the Consortium;
- the introduction of essential skills training for all new Jobskills recruits; and
- the provision of support for the lead partner by Learning Skills Development Agency (LSDA) for the development of self evaluation processes.

In March 2007, the Inspectorate carried out a follow-up inspection, and the following are the improvements since the inspection:

- significant improvements to the PEP programme by the main provider of PEP, including better workplace experiences, more focused jobsearch training, improved procedures for monitoring in the workplace and increased progression to sustained employment;
- embedding of appropriate procedures for vetting all trainees being placed in settings for children or vulnerable adults; and
- the provision of a structured, planned programme by the main provider of New Deal, for directed training for New Deal trainees at level 3 in Children's Care Learning and Development.

A number of areas remain in need of further improvement. These include the:

- lack of clarification of the roles and responsibilities within the senior management of the lead partner organisation;
- lack of effective arrangements to review and evaluate the quality of provision across Jobskills and New Deal programmes;
- collation, recording and analysis of data to provide accurate information to more effectively inform development planning in both Jobskills and New Deal;
- lack of collaboration and the sharing of practice across consortium partners to reduce inconsistencies in the quality of training and learning across the provision;
- lack of opportunity for a significant minority of participants on the PEP and Environment Task Force (ETF) programmes, to undertake short training courses or additional qualifications;
- need to develop further the quality of individual learning plans to include defined short term targets and outcomes against which the progress of individual participants can be measured; and
- need for ongoing review of the Jobskills provision in relation to the low levels of recruitment in some vocational areas.

CONCLUSION

In the areas inspected, the organisation has a few strengths in its educational and training provision. The inspection has identified important areas for improvement, which need to be addressed promptly if the organisation is to meet effectively the needs of all of the learners.

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

GRADES

Tables of Grades

Grade for overall provision	The original inspection (old grading system)	The follow-up inspection (old grading system)	Revised Grading System
Overall Grade	3	3	5
Standards and Outcomes	2	2	4
Quality of Training and Learning	3	2	4
Leadership and Management	3	3	5

Overall programme area grades	The original inspection (old grading system)	The follow – up inspection (old grading system)	Revised Grading System
Contributory grades:			
Jobskills	2	2	4
New Deal	3	2	4

Programme area grades	The original inspection (old grading system)	The follow –up inspection (old grading system)	Revised Grading System
Occupational Area - Administration	2	2	4
Contributory Grades			
Jobskills	2	2	4
New Deal	18-24	-	
	25+	-	
Occupational Area – Direct Care	2	2	4
Contributory Grades			
Jobskills	2	2	4

Occupational Area – Early Years Care and Education		3	2	4
Contributory Grades				
Jobskills		2	2	4
New Deal	18-24	-		
	25+	3	2	4
Occupational Area - Retailing Operations, Distribution Warehousing and Storage operations		3	3	5
Contributory Grades				
Jobskills		3	3	5
New Deal	18-24	3	3	5
	25+			
Occupational Area – Preparation for Employment		3	2	4
Contributory Grades				
New Deal	25+	3	2	4

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