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*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 Provision
Rutledge Joblink Bangor

April 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 INSPECTION OF THE JOBSKILLS PROVISION – RUTLEDGE JOBLINK BANGOR (RJB)

The original inspection in June 2004 highlighted a number of strengths in the provision. These included the:

- good or better standards of work demonstrated by most of the trainees;
- excellent success rates in the vocational qualifications and the key skills; and
- good progression rates to employment or further training.

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

- the standard of the written communication skills of a small number of trainees;
- the low retention rates across the vocational areas;
- the development of a broader range of training activities in a minority of the directed training sessions in administration and construction, to provide greater challenge for the trainees;
- the slow pace of assessment, and monitoring arrangements in the information technology (IT) programmes;
- the quality of some of the training accommodation;
- the procedures to monitor more effectively the quality of the IT programmes; and
- the development of the self-evaluation process to include the use of key performance indicators and targets, particularly trainee retention rates.

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

- move to new premises in High Street, Bangor which provide good access for disabled trainees;
- appointment of a new branch manager in October 2006;
- decision to discontinue the IT programmes due to the low number of trainees recruited and the lack of quality work placements;
- appointment of three new tutors, two in construction and one in administration;
- implementation of a marketing strategy resulting in a 26% increase in the number of trainees recruited;
- provision of a modern construction workshop, which provides the construction trainees with a range of training activities;
- provision of an extensive staff development programme, focusing particularly on key/essential skills and training and learning; and
- participation in a number of training events and surveys provided by the Learning and Skills Development Agency (LSDA).

The Inspectorate carried out a follow-up inspection in April 2007, and the following are the most significant improvements since the original inspection:

- the improved rate of retention on the Access and Modern Apprenticeship (MA) programmes from 25% in 2003-2004 to 82% and 100% respectively in 2005-2006;
- the improved standard of the trainees' literacy skills demonstrated in the quality of the written communication contained in the vocational portfolios;
- the use of a range of differentiated learning and training activities to meet the individual needs of trainees in administration and construction; and
- the quality of the training accommodation provided.

The areas that require further action include the:

- modest average retention rate of 60% across the Traineeship programmes; and
- procedures for the further development of the self-evaluation and development planning process, including the systematic review of key performance indicators and targets.

Overall, RJB has made good progress in addressing the areas for improvement identified in the original report, and the trainees and the wider community can have confidence in the organisation's commitment to continued improvement. The Inspectorate will continue to monitor the work of the organisation to ensure that further improvements are achieved.

GRADES

Grades	The original inspection (old grading system)	The follow-up inspection (old grading system)	Revised Grading System
Overall Quality of the Provision	Grade 2	Grade 1	Grade 2
Contributory Grades			
<ul style="list-style-type: none"> Standards and Outcomes 	Grade 2	Grade 1	Grade 2
<ul style="list-style-type: none"> Quality of Training and Learning 	Grade 2	Grade 2	Grade 3
<ul style="list-style-type: none"> Leadership and Management 	Grade 1	Grade 1	Grade 2

Programme Area	The original inspection (old grading system)	The follow-up inspection (old grading system)	Revised Grading System
Administration	Grade 2	Grade 1	Grade 2
Construction	Grade 1	Grade 1	Grade 2

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