



*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
DFPF Ltd T/A Dairy Farm Training**

November 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 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 Ronan Heenan
Dairy Farm Training
Unit 18
Dairy Farm Centre
Stewartstown Road
BELFAST
BT17 OAW

January 2008

Dear Mr Heenan

**FOLLOW-UP TO THE INSPECTION OF THE JOBSKILLS/TRAINING FOR
SUCCESS PROVISION – DFPF LTD T/A DAIRY FARM TRAINING**

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

- good occupational skills demonstrated by most trainees in the workplace;
- good average rate of progression to Traineeship programmes for Access trainees at 85% and the good average success rate in the professional and technical qualifications for trainees on the Traineeship programmes at 89%;
- good quality of the majority of the professional and technical directed training sessions and of most of the essential skills training for trainees on the Access programme;
- good quality workplace training for most of the trainees;
- good opportunities for staff development; and
- rigorous internal verification system.

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

- the slow progress towards achievement of the modern apprenticeship (MA) framework for trainees on the Level 3 programmes in management and retail operations;
- the weak written communication skills of a significant minority of trainees;
- the poor average retention rates on the Traineeship and Access programmes and the poor average success rate on the MA programmes;
- the poor quality induction arrangements;

- the poor planning for the provision and co-ordination of the MA programmes in management, retail operations, children's care learning and development (CCLD) and early years care and education including the need to increase provision for the professional and technical directed training and for the technical certificate requirements on these programmes;
- the more effective use of the outcomes from initial assessment to inform better the learning plans of individual trainees on the Access programme;
- the weak links with employers across the majority of professional and technical programmes and the poor monitoring arrangements in the workplace for the majority of trainees; and
- the planning for the development and assessment of the essential/key skills for the majority of trainees on Traineeship and MA programmes.

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

- relocation of the South Belfast office from Finaghy to purpose built premises on the Ormeau Road in February 2006;
- appointment of a dedicated co-ordinator for each professional and technical area;
- decline in recruitment onto the MA programme in retail (currently only one trainee is registered);
- development of integrated schemes of work in each professional and technical area covering all aspects of the framework;
- significant upgrading of information and communication technology resources;
- implementation of measures to address poor time-keeping and attendance including the innovative use of a text messaging service; and
- provision of staff development by the Learning and Skills Development Agency focusing mainly on effective retention strategies.

In November 2007, the Education and Training Inspectorate (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:

- the increased retention rates on the Access and Traineeship programmes; over the last two years the average rate of retention on the Access programme has risen from 57% (poor) to 72% (satisfactory) and from 70% (satisfactory) to 81% (good) on the Traineeship programme;
- the excellent success rate on the MA programmes over each of the last two years at 100%;

- the implementation of rigorous initial assessment procedures for all trainees;
- the good planning and co-ordination of the programmes in management and CCLD, including the provision of regular workshops for professional and technical directed training and for the requirements of the technical certificate;
- the good quality directed training in management and CCLD;
- the good standards demonstrated by most students in their professional and technical portfolios and the good progress made by most towards achievement of their qualifications;
- the strengthening of links with employers to ensure they have a good knowledge of all elements of each trainee's individual programme; and
- the implementation of effective quality assurance arrangements including the observation by management of directed training sessions, the development of an online tracking system to monitor individual trainee progress and the holding of regular meetings to standardise procedures and to monitor progress against the targets set in the development plan.

The areas which require further improvement are the:

- need to ensure greater consistency in the quality of the arrangements for the monitoring and review of trainee progress in the workplace including the setting of meaningful short term training targets which are shared with all employers; and
- greater clarity in the arrangements for the development of the essential skills for all trainees.

CONCLUSION

In the areas inspected, the organisation has important strengths in most of its provision. The inspection has identified some areas for improvement which the organisation has the capacity to address.

Yours sincerely

ELIZABETH WELLS (MRS)
Inspection Services Branch

The organisation's progress on the areas for improvement will be followed-up by monitoring visits, conducted by the District Inspector.

GRADES

Grades	The original inspection (old grading system)	The follow-up inspection (old grading system)	Revised Grading System
Overall Grade	Grade 3	2	3
Contributory grades:			
Standards and Outcomes	Grade 3	2	3
Quality of Training and Learning	Grade 2	2	3
Leadership and Management	Grade 3	2	3
Programme Area	Grade		
Administration	2	2	2
Contact Centre Professionals	2	2	2
Retail and Distributive Operations (Traineeship)	*		Unchanged
Management/Retail Operations (MA)	3	2	3
Children's Care Learning and Development/Early Years Care and Education	3	2	3
Preparation for Life and Work	2	2	2

*Ungraded if number of trainees is 10 or less.

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