



Education and Training
Inspectorate

Training for Success and
ApprenticeshipsNI Provision in DFPP
Limited (trading as People 1st)

Report of a Follow-up inspection in
November 2019



The Education and Training Inspectorate
Promoting Improvement

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FOLLOW-UP INSPECTION OF PEOPLE 1st

The Education and Training Inspectorate (ETI) carried out an inspection of People 1st in January 2018 when the quality of the provision for the professional and technical areas of catering and IT and telecoms professional were evaluated as having important areas for improvement. The provision for transportation operations and maintenance was evaluated as requiring significant improvement.

The ETI carried out an interim follow-up inspection visit in November 2018 and a follow-up inspection in November 2019.

In the interval since the original inspection, the following key actions or changes which affect the work of the organisation have taken place:

- the organisation ceased provision in transportation operations and maintenance;
- as the result of an agreed novation of provision, 126 apprentices transferred to People 1st from PeoplePlus Works NI Ltd (PeoplePlus), with 70 of them going on to complete their apprenticeship with People 1st;
- an appropriate IT and telecoms professionals level 1 provision has been established and a sub-contracting arrangement have been put in place with another training supplier organisation to support the delivery of an apprenticeship programme at both levels 2 and 3;
- the use of an e-portfolio system has been rolled out, and is resulting in improved tracking and monitoring of the progress of the trainees and apprentices in the achievement of their units;
- recruitment levels to the Training for Success programme in IT and telecoms professional have increased significantly, from seven trainees at the time of the original inspection to 30 trainees and 32 apprentices; and
- People 1st have invested in upgraded equipment and resources for both the catering and the IT and telecoms provision.

Key Findings

The provision for both catering and IT and telecoms professional is now good.

The novation of apprentices from PeoplePlus has been well-managed. Flexible modes of delivery are being used, including group sessions, one-to-one sessions and tailored workshops to facilitate and meet the needs of both the apprentices and their employers. The apprentices have been provided with additional support, including learning support, as required. At the time of the novation, 126 apprentices transferred to People 1st from PeoplePlus; 70 (56%) of them made the decision, for a variety of reasons, to continue with their apprenticeship training programme. Currently, 18 of the apprentices who transferred are still in training. For those transferring apprentices who completed training, most (81%) achieved their professional and technical qualifications and almost two-thirds (62%) of them achieved their full framework.

In the essential skills, 34 of the apprentices who transferred from PeoplePlus required one or more of the essential skills. The senior and middle managers and staff from People 1st worked extensively and flexibly with the employers and apprentices to agree an appropriate learning programme for them, which was partially successful. Just under one-half (47%) of these apprentices, however, did not engage in the essential skills training which was on offer. This was due to a variety of reasons, including: employers not being fully enough aware that the apprentices actually required essential skills training, with the associated time commitment; lack of employer-provided time to complete the required essential skills development work; apprentices who had been recruited with insufficient prior levels of literacy to be able to cope with the training; and a number of apprentices for whom English was not their first language. Of the 18 apprentices who did engage, the flexible delivery arrangements largely worked; given the circumstances and low baseline starting points, they attained well with a majority (56%) of them successfully achieving all their essential skills, with a further three of them still in training and on target to complete.

In hospitality and catering, 40 apprentices transferred from PeoplePlus. The evidence shows that People 1st have worked diligently and to good effect with them to identify and address any gaps in their training and development; as a result, the tutors devised and implemented individualised training plans to enable each of the apprentices to progress and achieve the full apprenticeship framework. The apprentices spoken to report that People 1st have facilitated them well and that they were able to avail of fast-track training pathways to complete their professional and technical and essential skills training. The training is well-planned and structured, with regular training sessions which are informed by, and aligned well with, workplace job roles. As a result, in hospitality and catering and in food and drink, almost all (92%) of the apprentices have been retained to date; of those who completed their training, most (86%) achieved their professional and technical qualifications. Only one-half of them, however, achieved the full apprenticeship framework, mostly due to issues around the uptake of essential skills training. A small number of the apprentices are still on the programme.

In retail and customer service, 12 apprentices transferred from PeoplePlus. The apprentices settled well and their transfer to provision in People 1st was managed very effectively. The evidence shows they have access to good quality professional and technical training and effective additional learning support for those who require it. The transferring apprentices have attained well; all (100%) of them completed their full framework qualification in customer service and most (86%) of them achieved their full framework in retail. A small number of retail apprentices remain on the programme and are progressing well, at an appropriate pace relative to their needs and capabilities; they are provided with regular, supportive reviews and are on target to achieve the full framework.

The revised performance levels for the People 1st provision from the original inspection are listed in the table below:

Curriculum Area	Revised Performance Levels
Catering	Good
IT and telecoms professional	Good

Conclusion

The provision in the professional and technical areas followed up is now good.

For those apprentices who novated to People 1st from PeoplePlus, the process has been successful for most of the apprentices who took up the opportunity to continue their apprenticeship training with People 1st.

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