

WORK-BASED LEARNING INSPECTION

Training for Success and ApprenticeshipsNI
Provision in Ballycastle Community Workshop
Training Limited

Report of a Follow-up Inspection in May 2022



Providing Inspection services for:
Department of Education
Department for the Economy
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Follow-up Inspection to Ballycastle Community Workshop Training Limited

The Education and Training Inspectorate (ETI) carried out an inspection of Ballycastle Community Workshop Training Limited in October 2019¹ which concluded that the organisation needed to address important areas for improvement in the interest of all of the trainees and apprentices. The Training for Success and ApprenticeshipsNI programmes were evaluated as having important areas for improvement. The provision for essential skills was evaluated as having important areas for improvement.

Key areas for improvement included to:

- Review the curriculum offer in the contracted provision to make it more relevant to local and regional economic needs and to increase recruitment to the Training for Success and ApprenticeshipsNI programmes across all of the professional and technical areas.
- Improve the overall retention rate (51%) on the Training for Success programme, which is an important area for improvement.
- Improve the processes used for tracking and monitoring the overall progress the trainees and apprentices make in their learning and training.
- Refine further the self-evaluation and quality improvement planning processes at course-team level, including a better analysis of data and a clearer identification of the key actions needed to underpin sustained improvement.

The ETI carried out an interim follow-up inspection visit in March 2022 and a follow-up inspection in May 2022. In the interval since the original inspection, the following key actions or changes which affect the work of the organisation have taken place:

- A new general manager and quality manager have been appointed to lead and manage the organisation, six new tutors have been recruited to support the delivery of a number of professional and technical areas and the three essential skills. Two administrative staff, a student mentor, and a business development officer have also been appointed.
- The organisation has rebranded, revised its marketing materials and developed its social media presence.
- An improved information technology (IT) infrastructure has been implemented and the hardware resources available for staff, trainees and apprentices have been updated.
- An additional classroom has been added to support curriculum delivery.

¹ [Training for Success and ApprenticeshipsNI provision in Ballycastle Community Workshop Training Limited \(etini.gov.uk\)](https://www.etini.gov.uk)

- Relationships with local post-primary schools to promote the work-based learning provision have been strengthened, and a number of open days have been held to raise awareness of progression opportunities for the pupils and allow them to sample the range of professional and technical training being offered.

Views of trainees, apprentices and staff

- Seventy-seven percent of trainees and apprentices completed the online questionnaire. They report that they are happy with the support they receive from staff and all of them feel safe and know who to contact if they have a concern or issue in the organisation. Overall, they report that they are happy with their experiences on their training programme while in the organisation and in the workplace.
- Seventy-three percent of staff completed the online questionnaire. They report that they feel well supported by management and have good opportunities to undertake professional learning including, for example, the development of effective online pedagogy. Overall, they are happy with their experiences working in the organisation.

Key Findings

The overall quality of the Training for Success and the ApprenticeshipsNI programmes is now good.

The outcomes for learners are now good.

- The organisation has reviewed its curriculum provision and increased the number of professional and technical areas offered to trainees and apprentices. These are aligned more appropriately to the economic skills needs of the region and include health and social care, hospitality², customer service and IT, and social media and digital marketing. In addition, the number of council areas in which the organisation can offer provision for the apprenticeship programme has been expanded, providing opportunities to improve recruitment across a wider geographical area.
- The learning, teaching and training observed during the follow-up inspection process is effective. It is well-planned to include a range of learning and teaching strategies and there is an appropriate focus on pastoral care to support and address the challenges faced by the trainees and apprentices. A number of project-based learning activities have been developed and implemented to support the development of the learners' transversal skills, for example a 'plot to plate' initiative, fun days, and fund raising events.

² Offered through a sub-contracting arrangement with Belfast Central Training.

- Overall recruitment to the Training for Success and ApprenticeshipsNI provision has increased; the number of trainees has increased by 63% and apprentices by 50% since the original inspection.
- The overall retention rate on the Training for Success programme has improved significantly from requiring urgent improvement (18%) in 2019/2020 to very good (71%) for the 2020/2021 cohort of trainees. The work placement rate on the Training for Success programme has also improved from 66% and is now high at 90%.

The quality of provision in the essential skills is now good.

- Management have taken appropriate action to address the areas for improvement identified within the provision for the essential skills, particularly the standards of work in numeracy. Three new tutors have been recruited to deliver literacy, numeracy and information communications technology (ICT) and improved processes have been put in place to monitor the quality of provision across all three areas. Outcomes remain high across the essential skills and the learning and teaching in the lessons observed was effective. Opportunities for the tutors to contextualise the delivery of the essential skills within the professional and technical training should be further exploited.

The leadership and management is now good.

- Improved processes have been put in place to track and monitor the progress and attendance the trainees and apprentices are making across all aspects of their learning programme and more effective management information systems are now in place. The work has resulted in the development of improved channels of communication and more collegial working among staff. In addition, enhanced contact and communication with parents, including the issuing of formal reports, has proved effective in working together to support the trainees and apprentices to progress in their learning and training.
- Appropriate links and partnerships have been developed with a wide range of external agencies to support the trainees and apprentices to overcome barriers and progress in their learning, training and personal development.
- The processes in place for self-evaluation and quality improvement planning have been revised and include better use of the information available from the system used to track and monitor learner progress and improved use of key performance data by the tutors. One-to-one meetings between management and staff inform the processes with evidence of improved ownership by staff. Appropriate quality improvement plans are in place to address the areas for improvement identified across each of the professional and technical areas and the essential skills.
- The organisation has addressed the two areas left with them with regards to safeguarding at the original inspection namely, the review and updating of the safeguarding reporting processes and arrangements within the organisation to ensure appropriate coverage, and updated safeguarding training for designated staff, as well as induction training for all new staff.

- Overall, the organisation has taken appropriate action to address the areas for improvement identified in the original inspection. The organisation should continue to work to increase recruitment on both the Skills for Life and Work and ApprenticeshipsNI programmes, and develop further all of the work completed to date in addressing the areas for improvement identified in the original inspection report.

Overall Effectiveness

Ballycastle Community Workshop Training Limited demonstrates the capacity to identify and bring about improvement in the interest of all the learners.

The ETI will monitor how the organisation sustains improvement.

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