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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 Transport Training Services Crumlin

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 JOBSKILLS INSPECTION OF TRANSPORT TRAINING SERVICES

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

- excellent standards of work achieved by most trainees;
- good progress of trainees in completing their qualification;
- good success rates at just over 80%;
- excellent workplace training provided for almost all of the trainees;
- good directed vocational training provided for the trainees; and
- good quality of leadership and management, particularly the excellent links and partnerships with industry.

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

- written communication skills of a minority of trainees;
- modest retention rate (60%);
- arrangements to identify and to address weaknesses in the trainees' literacy and numeracy skills;
- use of key performance indicators and targets within self-evaluation and development planning; and
- development and embedding of policies and procedures for child protection and for dealing with vulnerable adults.

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

- the restructuring of the management team, due the retirement of the training manager;
- the implementation of initial assessment of all apprentices' literacy and numeracy skills upon entry to the training programme; and
- the board approval and completion of design plans for the building of a new training facility on the existing site.

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

- the retention rate, which has improved to satisfactory (74%);
- the excellent success rate (100%) achieved consistently since the original inspection;
- the use of results from initial assessments to determine the level of tutor support required by individual apprentices to develop their key skills;
- the implementation of the organisation's policy and procedures for the protection of children; and
- the use of key performance indicators in the self-evaluation and development planning process.

The area which requires further improvement is:

- the development of formal strategies to ensure all apprentices develop appropriate literacy skills to enable them to complete job cards to industry standard.

Overall, Transport Training Services 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 continuous improvement. The Inspectorate will continue to monitor the work of the organisation to ensure that improvements are sustained.

Grades	At the original inspection	At the follow-up inspection	
	Original Grading	Original Grading	Revised Grading
Overall Quality of the Provision	Grade 2	Grade 2	Grade 3
Contributing grades:			
• Standards and Outcomes	Grade 2	Grade 2	Grade 3
• Quality of Training and Learning	Grade 2	Grade 2	Grade 3
• Leadership and Management	Grade 2	Grade 1	Grade 2

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