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*The Education and Training Inspectorate -
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CUSTOMER SERVICE EXCELLENCE

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 an Inspection

Sperrin Lakeland Trust

Inspected: June 2007

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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 (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.

1. CONTEXT

1.1 Sperrin Lakeland Trust is one of the three Health and Social Care Trusts in the Western area, which, following the Review of Public Administration (RPA), were merged together on 1 April 2007 to form the Western Health and Social Care Trust. Sperrin Lakeland Trust has provided training for young people and adults from the Enniskillen and Omagh areas since April 1995.

1.2 The Jobskills department of Sperrin Lakeland Trust is part of Westcare, the NVQ assessment centre which provided shared services to the three Trusts in the Western Board. Sperrin Lakeland Trust is contracted to supply training for the Department for Employment and Learning (DEL), through the Jobskills and New Deal programmes.

2. PROVISION

2.1 Sperrin Lakeland Trust provides training for a small number of trainees. During the week of the inspection, nine trainees were registered on Jobskills programmes. All are following the Traineeship programme in health and social care. One of the trainees had achieved three General Certificate of Secondary Education (GCSE) passes at grades A*-C on entry to the programme, the remainder held a number of GCSEs, at grades D-G. Only two of the trainees had achieved a grade C in either English or mathematics.

2.2 The framework for the Traineeship in social care requires trainees to achieve the NVQ level 2 in health and care and the key skills of communication, application of number (AON), information and communications technology (ICT), working with others and improving own learning, at level 2.

2.3 The trainees spend one day each week in directed training, at either the Erne hospital in Enniskillen or the Tyrone County Hospital in Omagh, depending on their geographical location. Directed training and assessment are provided by staff from the Sperrin Lakeland Trust.

2.4 The trainees spend the remaining four days in work place training, in a variety of hospital wards and day centres for adults with disabilities across the Board area. The taught provision for the keyskills of communication, AON and ICT, is supplied for the Sperrin Lakeland Trust by staff from Fermanagh College.

2.5 Prior to the inspection, almost all of the trainees completed a questionnaire, which provided them with the opportunity to comment on the arrangements for pastoral care and on the quality of their training experiences. The senior manager also completed a questionnaire relating to the provision for pastoral care and child protection.

3. THE INSPECTION

3.1 The inspection focused on the quality of training and standards achieved by the trainees on the Jobskills programme. Discussions were held with trainees, workplace supervisors, the programme manager, tutors and with the senior manager with responsibility for the organisation at the time of the inspection. Almost all of the trainees were inspected in directed training and a significant minority was visited in the workplace. Samples of the trainees' written work, including vocational portfolios, were also examined.

4. MAIN FINDINGS

In the area inspected, the organisation has major strengths in its educational and training provision. The educational, training and pastoral needs of the learners are being well met, along with the needs of the community and the economy. The parents and community can have confidence in the organisation's capacity for sustained self-improvement.

No follow- up inspection is required.

4.1 The main strengths are the:

- strong leadership and management;
- good occupational standards achieved by the trainees;
- good average retention and progression rates to further training or employment, at 88% and 89% respectively;
- excellent quality of the directed and workplace training; and
- effective integration of the key skills into the vocational programme.

4.2 The main area for improvement is the:

- access to ICT facilities for trainees from the Enniskillen area, to support their learning.

Grade	Revised Grading System	Original Grading System
Overall Grade	2	1
Contributory grades:		
Standards and Outcomes	2	1
Training and Learning	2	1
Leadership and Management	2	1

PART TWO

OVERALL QUALITY OF PROVISION

5. LEADERSHIP AND MANAGEMENT

5.1 The Jobskills training provision within Sperrin Lakeland Trust is well managed. The organisation has undergone considerable disruption over the past year, both as a result of the long-term illness of key members of staff, and changes to the management structure within the Health and Care Trust. Senior management and Jobskills staff within Sperrin Lakeland Trust have, however, made appropriate arrangements to deal with these contingencies and continue to ensure that the trainees are provided with a coherent training experience.

5.2 The tutors and administrative staff are hard-working, caring and committed to helping the trainees progress in their vocational programmes. The vocational tutors, assessors and internal verifiers are well qualified and have extensive experience of the health and social care sector. They are provided with good opportunities for continuing professional development.

5.3 Good relationships, characterised by mutual respect, have been established with staff from Westcare, with work- based assessors and internal verifiers, with staff from the local job-centres and with local schools. There are effective channels of communication between staff and trainees and between staff at all levels within the organisation.

5.4 The trainees are visited regularly in the workplace to review their progress and observe their performance. There are good relationships with employers and they are involved well in the monitoring of trainee progress. There is a need however to ensure that more information is provided for them at the commencement of the training programme, to ensure optimum integration of directed and workplace training.

5.5 Sperrin Lakeland Trust operates to the requirements set out by the Westcare assessment centre. There are excellent opportunities for staff to meet together regularly to plan directed training and standardise assessment. Westcare takes responsibility for the quality assurance of the assessment process, including the training of work- based assessors and internal verifiers. The internal verification procedures are rigorous and effective, and provide the work- based assessors with constructive feedback about assessment decisions.

5.6 Sperrin Lakeland Trust has in place appropriate policies and procedures in relation to the protection of Young People and Vulnerable Adults.

5.7 The performance of the organisation is monitored and evaluated systematically and rigorously against specific performance indicators, including trainee retention, success and progression rates, by both tutors and managers, through the Westcare consortium.

6. STANDARDS AND OUTCOMES

6.1 Almost all of the trainees achieve good or better occupational standards in the workplace. One of the trainees achieved the Northern Ireland City and Guilds Medal of Excellence in 2005. Trainees working in hospital wards assist with lifting and toileting and with the feeding and dressing of patients. Trainees in day centres are competent in a broad range of tasks, and contribute well to craft and musical activities.

6.2 Most of the trainees demonstrate good standards of oral and written communications. The standard of work in most of the portfolios is of a high quality. The trainees have a sound understanding of health and safety issues, and a good knowledge of the key values which underpin work with clients and patients in social care settings.

6.3 The trainees work well with others, respond well to direction and use their initiative appropriately. They are developing well their skills in managing their own learning and in personal career planning.

6.4 The trainees have a good understanding of the opportunities for progression to further education or employment. A significant minority of them hope to progress to a career in nursing.

6.5 Over the past three years, the average retention rate was good at 88%. The average success rate of those trainees who completed their training during the same period was satisfactory at 77%, although it was excellent for trainees who completed their programme in 2005- 2006, at 100%.

6.6 Across the same period, the average progression rate to further training or employment was good at 89%.

7. TRAINING AND LEARNING

7.1 The relationships between tutors and trainees and among trainees are excellent. The caring ethos of SLT is reflected in the strong commitment of the staff to the welfare and personal development of the trainees. The analysis of the trainee questionnaires, completed prior to the inspection indicates that most of the trainees are very satisfied with their training experiences.

7.2 The quality of the directed training is excellent. The training sessions are well planned and a good range of training and learning approaches is used. There are good opportunities for trainees to develop both their practical skills and their underpinning knowledge. In the course of their training, they benefit from the expertise provided by a number of specialist speakers, including a dietician and occupational therapist.

7.3 The trainees undergo a rigorous induction period, which is effective in providing them with a good understanding of the demands of their training. The trainees have a clear understanding of the structure of their specific training programme, and the assessment requirements of the full framework of the Traineeship. The key skills are integrated well into the vocational programme and there are good opportunities for trainees to develop their key skills within both vocational and workplace training.

7.4 The quality of the workplace training is excellent. All of the trainees are placed in hospital wards or day centres which provide excellent opportunities to develop the vocational skills needed, and good support is provided by workplace providers.

7.5 The quality of the training accommodation is generally good. There is a need for trainees based in Enniskillen to have improved access to information technology (IT) resources to enable them to use the Internet, CD-ROMs and other electronic learning resources.

7.6 The arrangements for monitoring, reviewing and assessing trainee progress and achievements are good. The trainees are visited in their workplace regularly by the vocational tutors and assessors, who review their progress and complete workplace assessments.

PART THREE

KEY PRIORITIES FOR DEVELOPMENT

Sperrin Lakeland Trust needs to revise the annual development plan to take account of the following key priorities:

- access for trainees on the Enniskillen site to appropriate IT facilities.

JOBSKILLS TRAINEESHIP TABLE

Year	Started (completed 4 weeks)	Retention Rate %	Success Rate %	Progressed to full-time education or training %	Progressed to relevant employment %
2003/2004	21	81%	71%	8%	75%
2004/2005	13	92%	75%	0%	89%
2005/2006	7	100%	100%	67%	33%
Average		88%	77%	19%	70%

All of the figures included in the tables and in this report were supplied by Sperrin Lakeland Trust.

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