



Education and Training  
Inspectorate

Northern Ireland Electricity  
Networks

Report of a Quality Improvement  
Planning Inspection in  
October 2018



The Education and Training Inspectorate  
Promoting Improvement

Providing inspection services for:

Department of Education  
Department for the Economy  
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CUSTOMER  
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## Introduction

In October 2018, the Education and Training Inspectorate (ETI) carried out a quality improvement planning inspection of Northern Ireland Electricity Networks Limited to evaluate the effectiveness of the organisation's self-evaluation and quality improvement planning processes. At the last inspection in November 2015<sup>1</sup>, the organisation demonstrated a high level of capacity to identify and bring about improvement.

## Focus of the quality improvement planning inspection

The quality improvement planning inspection focused on the following key areas which the organisation had prioritised for improvement through its self-evaluation and quality improvement planning processes:

- to develop a digital strategy to enhance the learning experience for the apprentice cohorts, quantifying the benefits to the apprentices and to the training team; and
- to develop work-based assessment guidance notes to support the learning experience for apprentices.

The arrangements for safeguarding were also included.

## Key findings

The inspection identified the following key findings:

- Through robust self-evaluation, the organisation has appropriately identified a digital strategy as a high priority area for development. The effective quality improvement planning has led to a purposeful implementation of the strategy that has been resourced well and has an appropriate focus on improving the apprentices' learning experience through the innovative use of tablet computers and associated learning resources. The process has been monitored and reviewed regularly and further improved based on feedback from apprentices and assessors. The process has been impactful and the apprentices and the training team are able to identify many benefits, including easier access to learning and training resources and higher quality reporting and assessment submissions.
- To improve the quality and timely submission of apprentices' work-based assessment evidence, the training team have developed support material, guidance notes and improved processes. The views of apprentices and assessors have been sought to inform the prioritisation of the work resulting in the level 3 support material being developed first. The guidance material is of a high quality and is continually reviewed and improved by the training team to ensure it is clear and useful to apprentices and their assessors. The early indications show that this is improving the quality of assessment submissions with all of the apprentices interviewed being positive about the approach.

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<sup>1</sup> [https://www.etini.gov.uk/sites/etini.gov.uk/files/publications/apprenticeshipsni-provision-in-northern-ireland-electricity-networks-limited\\_0.pdf](https://www.etini.gov.uk/sites/etini.gov.uk/files/publications/apprenticeshipsni-provision-in-northern-ireland-electricity-networks-limited_0.pdf)

## **Safeguarding**

Based on the evidence available at the time of the quality improvement planning inspection, the arrangements for safeguarding learners reflect the guidance issued by the Department for the Economy (Department).

## **Overall Outcome**

At the time of the quality improvement planning inspection visit, and in the areas evaluated, NIE Networks continues to demonstrate a high level of capacity to identify and bring about improvement in the quality of the provision.

The outcome from this inspection will inform the next steps for the organisation with regard to the inspection cycle.

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