



Education and Training
Inspectorate

European Social Fund provision in Ulster
Supported Employment Limited

Support and Training to Realise Individual
Development and Employment (STRIDE)
project

Report of a Quality Improvement Planning
Inspection in January 2020



The Education and Training Inspectorate
Promoting Improvement

Providing inspection services for:

Department of Education
Department for the Economy
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Introduction

In January 2020, the Education and Training Inspectorate (ETI) carried out a quality improvement planning inspection of Ulster Supported Employment Limited (USEL) to evaluate the effectiveness of the project promoter's self-evaluation and quality improvement planning processes. At the last inspection in January 2017, the project promoter 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 increase further the number of participants undertaking accredited training programmes, including the essential skills; and
- to develop further the quality assurance processes to promote the consistency in the overall quality of the provision.

The arrangements for safeguarding were also included.

Key findings

The inspection identified the following key findings:

- A strength of the project has been its success in exceeding its targets for the achievement of accredited qualifications, including the essential skills. USEL has reviewed its curriculum offer, which has resulted in a broader provision that balances to good effect the non-accredited and accredited programmes. This is helping to remove barriers to participation, and supporting the development of the participants' skills and knowledge. The provision, including the essential skills, is tailored to meet the participants' individual needs, interests and aspirations; it is used well, through a combination of group and one-to-one sessions, to promote their progression. Where appropriate, the project promoter supports the participants beyond their completion of level 1 in the essential skills.
- In line with its quality improvement plan, USEL have redesigned and extended their approaches to quality assurance; this has resulted in greater consistency in the quality of the provision. The range of quality assurance activities has been broadened and enhanced by the project promoter to include, for example, a review of the quality cycle which involves structured observations of practice and staff capacity-building. In addition, the use of the participant progress assessment tool has been reviewed and an online client record management system has been developed, which helps measure practice compliance and quality against clearly defined expectations. Each staff member's practice is reviewed monthly through a quality assurance activity tool, effective practice is identified and shared across the team, underpinned by a supportive approach to promoting and sustaining improvement.

Safeguarding

Based on the evidence available at the time of the inspection, the arrangements for safeguarding participants reflect current legislation and practice.

Overall Outcome

At the time of the quality improvement planning inspection visit, and in the areas evaluated, USEL 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 project promoter with regard to the inspection cycle.

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