



Education and Training  
Inspectorate

European Social Fund provision in  
Workforce Training Services

Get Connected Project

Report of a Quality Improvement  
Planning Inspection in  
January 2020

## **Introduction**

In January 2020, the Education and Training Inspectorate (ETI) carried out a quality improvement planning inspection of Workforce Training Services (Workforce) to evaluate the effectiveness of the project promoter's self-evaluation and quality improvement planning processes. At the last inspection in March 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 enhance the current curriculum offer to ensure it is meeting the needs of participants, employers and the local community and to meet recruitment targets; and
- to develop further the mentoring and wider support provision in order to meet the individual needs of the participants.

The arrangements for safeguarding were also included.

## **Key findings**

The inspection identified the following key findings:

- Through a rigorous review of the curriculum, underpinned by consultation with its key stakeholders, the project promoter identified a suite of new short courses to better meet the identified needs of the participants, employers and the community. The courses aim to: enhance the employability skills of the participants; be more attractive to younger women; and to improve the health and well-being of the participants. The project promoter has successfully established collaborative links and partnerships with a wide range of external organisations, agencies and employers. Exceptional collaboration with these partners facilitates recruitment to the project. It also underpins the wrap-around support provided to the participants, which includes, for example, access to health education and therapeutic interventions as well as an appropriate range of work-experience placement and employment opportunities for the participants. The project has increased the recruitment of women to the project and the overall recruitment target set for the period October 2019 to March 2020 is in line to meet the targets set.
- Workforce sets high expectations and aspirations for the participants and the staff create a welcoming, positive and inclusive environment for all of them. The staff work hard to help the participants address their diverse personal, social and emotional barriers to learning and employment through: encouraging them to engage in the wide range of enrichment activities; building their confidence and self-esteem; effectively developing their mental,

emotional and physical resilience; enabling them to make better decisions; and supporting their progression to employment and/or further training. The evidence shows that the staff make a significant positive impact on supporting the participants and their families in overcoming what are often very challenging life experiences. The full impact of the work undertaken is demonstrated in the outstanding outcomes attained by the participants, with almost all of them progressing to employment and/or further training.

## **Safeguarding**

Based on the evidence available at the time of the inspection, the arrangements for safeguarding participants reflect broadly current legislation and practice. However, the project promoter needs to:

- ensure that there is a consistent definition and understanding of adult safeguarding across all safeguarding policies; and
- provide all staff members with adult safeguarding training appropriate to their role and level of responsibility.

## **Overall Outcome**

At the time of the quality improvement planning inspection visit, and in the areas evaluated, the Workforce Get Connected ESF project continues to demonstrate a high level of capacity to identify and bring about improvement in the quality of the provision.

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