

16. HOSPITALITY AND CATERING

Performance Level: Outstanding

Areas Inspected: Further Education and Work-Based Learning Provision in:

- Full-time and part-time courses in further education, up to and including level 3;
- Training for Success programme; and
- ApprenticeshipsNI programme.

CONTEXT

16.1 The College provides an extensive range of full-time and part-time courses in hospitality and catering, from foundation level to level 5, which offer learners very good pathways to higher level programmes and/or employment. At the time of the inspection, 1,664 learners were enrolled on further education courses. In work-based learning, 89 learners were registered; 35 on the Training for Success programme, and 54 on the ApprenticeshipsNI programme at levels 2 and 3.

The quality of the leadership and management is outstanding.

16.2 The head of school and deputy head of school provide outstanding leadership of the hospitality and catering provision. The curriculum planning is based on a strong commitment to raise standards and to extend the provision in hospitality and catering. Overall levels of economic engagement are outstanding, and the school's future workforce strategy for the industry provides much coherence to curriculum planning. The school has strong collaborative working relationships with a wide range of local and regional businesses, local government health agencies, and sector bodies. Through these strong links, the College provides a broad and diverse range of bespoke courses for the industry. These include 'up-skilling' programmes in butchery, food service, food nutrition and in health and safety. The school has also achieved much in tackling social exclusion by developing well-planned industry specific training programmes for unemployed adults and foreign nationals who work in the food manufacturing industry. The mainstream further education curriculum has been adapted well through offering relevant enhancements that meet the skill needs of the industry. The College provides an extensive range of high quality hospitality and catering courses to 13 post-primary schools and three special schools in the Armagh and Newry areas.

16.3 The lecturers and support staff are highly committed and demonstrate excellent levels of professionalism in their work. Staff development is very strong; the lecturers regularly update their skills and knowledge of industry and undertake relevant research, where appropriate. Collegial working is strong, the course teams collaborate effectively to share best practice across the campuses, and the provision in the Portadown campus is being developed successfully from a low base. Self-evaluation and quality improvement planning processes are rigorous and applied systematically across the provision.

The quality of the provision for learning is outstanding.

16.4 The high quality of teaching, training and learning is a significant strength of the provision. Almost all of the observed sessions were very good or better, and the majority were outstanding. The lecturers plan their lessons thoroughly and use a wide range of learning strategies to inspire the learners to achieve their full potential. They set and expect high expectations of work that match best practice in the industry. The sessions have good pace and challenge, which does much to motivate and engage the learners. The use of ILT

in teaching, training and learning is very good and is used effectively to enrich and support the learners in their professional and technical units. Both formative and summative assessment is strong; the learners are provided with constructive and clear feedback on how to improve their work. The learners have excellent opportunities to participate in an extensive range of internal and external competitions to further develop their skill levels. Work-related learning is also a key strength of the provision, and includes visiting speakers, study visits and links with industry specialists along with well-planned work placements in the industry.

Achievements and standards are very good.

16.5 The learners enjoy their courses and most make very good progress in teaching and training sessions and in their professional and technical units. They are confident, self-assured and courteous, and are developing well their occupational and transferable skills. For example, with the inclusion of an 'events' unit on the level 3 hospitality programme, the learners are developing a wide range of planning, team-working and organisational skills through a series of weekly themed dining events. Learners on butchery programmes have recently undertaken an intensive course in professional cookery aimed at the production of deli dishes and advising customers on how to cook meat.

16.6 The average retention rate over the last three years for further education courses is very good at 85%. The average achievement rate over the same period is good at 83%. Over the last three years, there has been a significant and sustained improvement in the outcomes of full-time level 3 courses. The progression rate to further education, training or employment is excellent. In work-based learning over the past four years, almost all learners are retained and achieve their training frameworks.

Table of Achievements

Further Education

Course Type	Completion Year 2010/11			Completion Year 2011/12			Completion Year 2012/13			Three Year Average		
	Ret (%)	Ach (%)	Succ (%)	Ret (%)	Ach (%)	Succ (%)	Ret (%)	Ach (%)	Succ (%)	Ret (%)	Ach (%)	Succ (%)
Full-time Level 1	81	79	64	100	83	83	-	-	-	84	79	66
Part-time Level 1	-	-	-	-	-	-	83	95	79	83	95	79
Full-time Level 2	94	92	87	100	73	73	82	79	64	90	81	73
Part-time Level 2	81	80	65	83	88	73	89	85	76	84	84	71
Full-time Level 3	97	53	52	79	93	74	81	93	75	85	78	67
Part-time Level 3	88	100	88	85	100	85	57	88	50	76	97	74
Overall	86	79	68	88	85	75	82	86	70	85	83	71

Work Based Learning

Programme/Strand Training for Success	Numbers registered who completed 4 weeks training	Retention Rate %	Achievement Rate %	Progression rate for those who achieved full award %
Skills for Work	30	93	100	32
Overall	30	93	100	32