

Intuitions Ltd

Inspection report

Unique reference number: 52531

Name of lead inspector: Sheila Willis HMI

Last day of inspection: 22 October 2010

Type of provider: Independent learning provider

Address: 43-45 Tower Street
Harrogate
North Yorkshire
HG1 1HS

Telephone number: 01423 528066

Information about the provider

1. Intuitions Ltd (Intuitions) is an independent training provider which was established in 1993. Intuitions contracts directly with North Yorkshire Skills Funding Agency (SFA) to offer apprenticeships and advanced apprenticeships in hairdressing and beauty therapy. This represents approximately 80% of its annual income.
2. The company is currently training 102 hairdressing and 16 beauty therapy learners, of whom 85 are apprentices and 33 are advanced apprentices. A further 11 school pupils attend Intuitions once a week to take a diploma course. Ninety-five per cent of learners are female and approximately 3% of learners are from minority ethnic groups.
3. The company is based in Harrogate and contracts with 70 work placement salons within a 30 mile radius of Harrogate. The managing director is responsible for the business and is supported by a finance director, a centre manager and 13 staff, the majority of whom are employed part time.
4. The unemployment rate in Harrogate is 2.8% compared with 5.4% in England. The proportion of school pupils gaining five or more GCSEs at C or above is 54.7% in North Yorkshire compared with 47.6% in England. Approximately 4% of the population of Harrogate are from minority ethnic groups.

Type of provision	Number of enrolled learners in 2009/10
Provision for young learners: 14 to 16	3 part-time learners
Employer provision: Apprenticeships	130 apprentices

Summary report

Grades: 1 is outstanding; 2 is good; 3 is satisfactory; 4 is inadequate

Overall effectiveness of provision	Grade 1
Capacity to improve	Grade 1
Aspect	Grade
Outcomes for learners	1
Quality of provision	2
Leadership and management	1
Safeguarding	1
Equality and diversity	1
Subject Areas	Grade
Hairdressing and beauty therapy	1

Overall effectiveness

5. The overall effectiveness of Intuitions' provision is outstanding. It was judged outstanding at the last inspection. The quality of the provision has been maintained and improvements have been made. Outcomes for learners are high. Learners achieve well and the more able learners achieve their qualifications early. Learners develop very good personal and employability skills. Ambition among learners is encouraged. Several learners have progressed to management and ownership of salons. Learners feel safe. The arrangements to ensure they make informed choices about their health and well-being are outstanding.
6. Teaching and training are good. The range and quality of the teaching and learning materials are good. Staff are well qualified and have good current industrial experience. Learners' progress reviews and assessments are very thorough and effectively managed. The range of provision is good and meets users' needs well. Partnership working is particularly strong and adds value to learners' programmes. The care, guidance and support learners receive are outstanding.
7. The managing director of the company provides excellent leadership and has developed a strong culture of continuous improvement throughout the company. Safeguarding arrangements are outstanding. Learners feel safe and apply safe working practices. Intuitions' approach to equality and diversity is

outstanding. All groups of learners achieve equally highly. Quality improvement processes lead to marked improvements. The company is highly responsive to improvements suggested by learners and the results are well publicised around the training school. The self-assessment process is good and the report is accurate.

Main findings

- Outcomes for learners are high. They have increased annually and are consistently above sector averages. Learners demonstrate good practical skills and display confidence and competence in their work. Most learners make good progress towards early completion of their qualifications. The development of literacy and numeracy skills helps learners improve their skills and make good progress.
- The development of learners' personal and employability skills is good. Professional practice and standards of customer care are well promoted. Learners use safe working practices. Progression opportunities are good. Learners are encouraged to aim high and ambition is well publicised throughout the training school using past students' success to inspire learners.
- The promotion of health and well-being is outstanding. Learning materials are particularly effective in helping develop learners' understanding of the 'Every Child Matters' themes. National Focus weeks and outside agencies are successfully used to raise awareness of a variety of issues, including drugs and alcohol misuse, sexual health and safe internet use.
- Teaching and training are good. Training sessions are well planned. Information and learning technology (ILT) is used very effectively to support learning. Practical demonstration techniques are well developed, engaging learners successfully and relating effectively to commercial salon practice. In a minority of sessions, tutors dominate the session and questioning techniques do not develop or test learners' understanding sufficiently.
- The range of provision is good and meets users' needs effectively. Learners can study National Vocational Qualifications (NVQs) from levels 1 to 3. For one week each year, a range of short courses is offered to learners and employers. Trips to exhibitions are regularly offered but take-up is low. Training and assessment opportunities are arranged to meet both learners' and employers' needs.
- Partnership working is very strong. Intuitions works with high-quality professional salons which provide very effective working environments for learners that help develop their skills and knowledge of the industry well. Intuitions and its partners have developed and now deliver diplomas in hairdressing and beauty therapy.
- The care, guidance and support learners receive are outstanding. The information, advice and guidance they receive when applying helps them to make informed choices. Learners receive excellent individual support which helps them overcome barriers to learning very effectively. Pastoral support is outstanding.

- The managing director provides dynamic leadership that successfully and effectively promotes ambition throughout the organisation. Intuitions has a strong company culture of continuous improvement. A significant level of investment in staff development has resulted in a highly-skilled and able workforce.
- The promotion of safeguarding to learners and staff is outstanding. Policies are well developed and accessible to staff and learners. A wide range of training has improved staff understanding and practice to safeguard young people. Eye-catching, high-impact displays reinforce to learners the importance of safeguarding and being safe. External agencies provide seminars for learners on aspects of being safe.
- The company's approach to equality and diversity is outstanding. A strong company focus on safety and safeguarding effectively ensures that learners are well protected from bullying and harassment. Equality and diversity are promoted very successfully in lessons and at learners' progress reviews. Learners are supported particularly effectively to achieve their potential. The success of different groups is carefully monitored and data show that all groups perform equally well. The company's response to learners' and employers' views is outstanding. Particularly effective strategies are deployed to gain learners' and employers' views of the provision and the company responds efficiently and very effectively.
- Quality improvement processes lead to marked improvements. The self-assessment process is thorough. Outcomes of quality improvement processes and the analysis of performance data effectively inform the judgements in the self-assessment report. Tutors are observed teaching at very frequent intervals. Some observation records do not focus or make sufficient judgements on the quality of learning that takes place.

What does Intuitions need to do to improve further?

- Continue to improve teaching and learning by further developing questioning techniques so that learning is assessed more effectively.
- Continue to improve the lesson observation process so that a greater focus is placed on assessing learning.

Summary of the views of users as confirmed by inspectors

What learners like:

- the refurbishments that improve classrooms and the college environment
- the microwave, cutlery and fridge facilities so that they can bring food from home for lunch
- the excellent support that helps them stay on programme and gain their qualifications
- attending college training, particularly the practical sessions
- the extremely helpful, supportive and friendly staff

- the personalised training that meets their individual needs
- the encouragement they receive that improves their skills and increases their confidence.

What learners would like to see improved:

- the match between the assessments required of them and the hairdressing models provided
- the shampooing basins at the training centre.

Summary of the views of employers as confirmed by inspectors**What employers like:**

- the high standard of training
- the training programmes that meet salon needs
- the organised approach to training
- the ability of the training centre to move more able learners on quickly in their programme to achieve early
- the very responsive action taken to resolve any issues raised
- how Intuitions' staff have the welfare of the learners at heart
- the advanced apprenticeship programme that builds skills and develops the self-esteem of learners.

What employers would like to see improved:

- the client base to ensure clients are booked in for treatments which are appropriate to the assessments undertaken by the learners
- sharing the college training schedule to allow better co-ordination of salon training and NVQ training
- a longer notice period given for the annual employer and assessor meeting.

Main inspection report

Capacity to make and sustain improvement

Grade 1

8. Intuitions' capacity to make and sustain improvements is outstanding. No key areas for improvement were identified at the previous inspection in December 2005. Since then, learner outcomes have continued to increase year-on-year. They are high and consistently above sector averages. Similarly, the number of learners who complete their programme on time has also increased yearly. Senior managers have maintained and further improved the quality of provision for learners. The managing director provides dynamic leadership which successfully promotes a culture of continuous improvement and innovation. Targets are ambitious and challenging, and staff fully understand the responsibility they have in contributing to their achievement. Quality improvement processes are accurately defined and embedded and effectively improve the experience of learners. The self-assessment report is accurate and it uses data appropriately to support judgements. Areas for improvement are accurately identified. Tutors are observed teaching very frequently and the outcomes of the observations inform staff appraisal and development particularly effectively. The provider is highly responsive to the views of users about how to inform improvements.

Outcomes for learners

Grade 1

9. Outcomes for learners are high. Overall and timely success rates are high and show sustained year-on-year improvement. To period 12 in 2009/10, rates have further increased. Timely success rates show a three year improvement trend and have increased by 20 percentage points between 2007/08 and 2008/09. There are no significant differences in the attainment of different groups.
10. Intuitions uses high-quality professional salons as work placements. The stylists work to high standards and act as good role models for learners. Learners demonstrate good commercial practical hairdressing standards. They display confidence and competence, enjoy their work and have a good attitude to employment. Many learners are able to attempt complex treatments independently. Most learners make good progress towards early completion of their qualifications. The development of literacy and numeracy skills helps learners improve their skills.
11. Learners develop very good personal and employability skills. Life and work skills are effectively embedded in the curriculum. Professional standards of customer care are maintained. Ambition is encouraged and promoted and several learners have progressed to management positions and ownership of salons. Displays around the school promote learners' commercial success. A high proportion of learners progress successfully into sustained employment.
12. The provider's approach to ensuring learners use safe working practices is good and learners feel safe. Learners also state they feel safe. Good emphasis is

placed on health and safety at induction, in progress reviews and in practical lessons, and risk assessment processes are thorough.

13. Intuitions' approach to ensuring learners can make informed choices about their health and well-being is outstanding. Training materials are particularly effective in aiding learners' understanding of the 'Every Child Matters' themes. National Focus weeks and outside agencies are used particularly successfully to raise awareness of various issues, including drugs and alcohol misuse and cyber safety.
14. Learners make a good contribution to the local community. They participate in a charity event and in careers events held in local schools to promote hairdressing and beauty therapy as a career. Learners are encouraged to involve their salons in charity events.

The quality of provision

Grade 2

15. Teaching, training and learning are good. Sessions are well planned and teaching provides good pace and challenge to learners. ILT is used very effectively to support and promote learning. Practical demonstration techniques are well developed, engaging learners successfully and promoting a good level of discussion to develop their understanding and to relate the techniques to salon practices. In a minority of sessions, tutors dominate too much and questioning techniques do not develop or test learners' understanding sufficiently. The range and quality of teaching and learning materials are good and the materials are available on a shared computer drive. Staff are well qualified and have good current industrial experience to draw on when relating theory to practice.
16. Learners' progress reviews are very thorough. They effectively review and plan the learning process through negotiated achievement targets that are set at each review. They are effectively monitored at subsequent reviews. Assessment is thorough and well planned and it meets awarding body requirements. Feedback from assessors is comprehensive and constructive. More flexible assessment opportunities have been introduced recently and these successfully meet the needs of learners and employers.
17. The range of provision, with NVQs from levels 1 to 3, is good and it meets users' needs well. Intuitions works with high-quality professional salons which provide very effective working environments for learners. Studies are suspended for one week each year to give learners and employers the opportunity to study additional short courses. Trips to exhibitions are regularly offered but the take-up is low.
18. Partnership working is particularly strong. In partnership with a local college of further education and secondary schools, Intuitions has developed and is delivering aspects of the diplomas in hairdressing and beauty therapy to school pupils. Partnerships with schools are very well developed. Intuitions provides extended work experience for school pupils who have attendance and behaviour

problems. It has had good success with re-engaging these young people. Staff attend a wide range of networking events with other providers.

19. Care, guidance and support are outstanding. Learners receive very good information, advice and guidance prior to starting their courses which helps them make informed decisions about their choice of programme. Individual learning support is highly effective. Learners with identified learning needs are placed in small groups and they receive excellent support to help them overcome barriers to learning. A high proportion of learners successfully complete their programme. Pastoral support is outstanding. Intuitions responds quickly and takes effective action to provide appropriate help and support that enables learners to resolve problems and stay on programme.

Leadership and management

Grade 1

20. Leadership and management are outstanding. Leadership is dynamic and it successfully and effectively promotes ambition throughout the organisation. The managing director has developed a strong company culture of continuous improvement that is embraced and emulated by staff. Business and strategic plans set precise objectives and are effectively linked to the SFA's regional and national priorities. Improvement targets are ambitious and challenging. Participation in innovative business projects has enabled all staff to visit other businesses and identify and apply selected best practices to improve provision for learners. A high degree of investment in staff development has resulted in a highly-skilled and able workforce. Staff skills and abilities are identified, developed and used to best effect within the company. The management structure is appropriate and accountability and responsibility within roles are clearly defined. The training facilities are well resourced and investment in ILT is good.
21. The promotion of safeguarding to learners and staff is outstanding. Policies are thorough, well developed and written to ensure they are accessible to staff and learners. A wide range of training has improved staff understanding and practice to safeguard young people. Promotion to learners of safeguarding and being safe is particularly good. Eye-catching, high-impact displays around the training centre reinforce the messages. Good use is made of external agencies to give seminars to learners on internet safety and other aspects of being safe. However, not all learners can access the training. The company holds a single central register of staff which is fully compliant with current legislation. All staff are subject to enhanced Criminal Records Bureau disclosure prior to commencing employment. The company operates a clearly-defined and rigorously-applied safe recruiting procedure for all new staff.
22. Intuitions' approach to equality and diversity, narrowing the achievement gap and eliminating discrimination is outstanding. Intuitions holds an annual diversity fortnight which focuses on different aspects of equality, such as religion, discrimination and different cultures. Learners understand their rights and responsibilities and are well protected from bullying and harassment. Lessons have been adapted to provide active approaches to develop learners'

understanding of equality and diversity. Equality and diversity are promoted particularly effectively at progress reviews through professional discussion focusing on equality and diversity in the workplace. The success of different groups is monitored appropriately. Data show that all groups perform equally successfully. The company has an excellent approach to ensuring those in receipt of individual support achieve as highly as their peers. Those learners who display good levels of skill and ability are also fully supported to achieve more quickly. The company successfully works with young people with behavioural problems to re-integrate them into school and learning.

23. The company uses a wide range of particularly effective strategies to gain users' views. It is highly responsive to the improvements suggested by learners and the results are widely publicised around the training school. Formal learner and employer survey responses are analysed to measure satisfaction and appropriate action is taken to effect improvement. The results of the surveys are not aggregated to enable the company to set headline user-response targets to measure improvement.
24. Quality improvement processes lead to marked improvements. Tutors are observed teaching at very frequent intervals. Outcomes of the process inform staff development and appraisal particularly well and lead to improvements that directly benefit the learners. A few observation records do not make clear judgements on the quality of learning that takes place. The self-assessment process is thorough and includes all staff. The outcomes of quality assurance and improvement processes closely inform the judgements in the self-assessment report.
25. Intuitions provides outstanding value for money. Learners' outcomes are consistently high. The company invests generously in resources and staff development to improve provision for learners and is highly responsive to meeting the needs of learners. The company operates a recycling process as part of its commitment to managing its resources in a sustainable way.

Information about the inspection

26. One of Her Majesty's Inspectors (HMI) and two additional inspectors, assisted by the provider's managing director as nominee, carried out the inspection. Inspectors also took account of the provider's most recent self-assessment report and development plans, comments from the funding body, the previous inspection report, reports from the inspectorate's quality monitoring inspections, and data on learners and their achievement over the period since the previous inspection.
27. Inspectors used group and individual interviews, telephone calls and emails to gain the views of learners and employers. They also looked at questionnaires learners and employers had recently completed for the provider. They observed learning sessions, assessments and progress reviews. Inspectors collected evidence from programmes in the subject areas the provider offers.

Record of Main Findings (RMF)
Intuitions Ltd
Learning types: 14 – 16: Young apprenticeships; Diplomas; **16-18 Learner responsive:** FE full- and part-time courses, Foundation learning tier, including Entry to Employment; **19+ responsive:** FE full- and part-time courses; **Employer responsive:** Train to Gain, apprenticeships

Grades using the 4 point scale 1: Outstanding; 2: Good; 3: Satisfactory; 4: Inadequate	Overall	14-16	Employer responsive
Approximate number of enrolled learners			
Full-time learners	0	0	0
Part-time learners	129	11	118
Overall effectiveness	1	1	1
Capacity to improve	1		
Outcomes for learners	1	1	1
How well do learners achieve and enjoy their learning?	1		
How well do learners attain their learning goals?	1		
How well do learners progress?	1		
How well do learners improve their economic and social well-being through learning and development?	2		
How safe do learners feel?	2		
<i>Are learners able to make informed choices about their own health and well-being?*</i>	1		
<i>How well do learners make a positive contribution to the community?*</i>	2		
Quality of provision	2		
How effectively do teaching, training and assessment support learning and development?	2		
How effectively does the provision meet the needs and interests of users?	2		
How well partnerships with schools, employers, community groups and others lead to benefits for learners?	1		
How effective are the care, guidance and support learners receive in helping them to achieve?	1		
Leadership and management	1		
How effectively do leaders and managers raise expectations and promote ambition throughout the organisation?	1		
<i>How effectively do governors and supervisory bodies provide leadership, direction and challenge?*</i>	-		
How effectively does the provider promote the safeguarding of learners?	1		
How effectively does the provider actively promote equality and diversity, tackle discrimination and narrow the achievement gap?	1		
How effectively does the provider engage with users to support and promote improvement?	1		
How effectively does self-assessment improve the quality of the provision and outcomes for learners?	2		
How efficiently and effectively does the provider use its available resources to secure value for money?	1		

*where applicable to the type of provision

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Royal Exchange Buildings
St Ann's Square
Manchester
M2 7LA

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.ofsted.gov.uk

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