

Jobwise Training

Focused monitoring visit report

Unique reference number: 52627

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Last day of inspection: 6 July 2011

Type of provider: Independent learning provider

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FOCUSED MONITORING VISIT: MAIN FINDINGS

Context and focus of visit

Jobwise Training (Jobwise) is a private limited company, established in 1979 and based in the Barbican area of London. The company is managed by three directors and currently has a staff team of around 25 staff, plus 2 consultants. Jobwise focuses its services on providing apprenticeship training in business administration, customer service, team leading and management. Since the last inspection, Jobwise has secured its own contract for foundation learning programmes. Currently, there are approximately 209 apprentices and 50 foundation learners.

At the last inspection, Jobwise was good overall as well as for capacity to improve, achievement and standards, and quality of provision. Leadership and management were satisfactory, as was equality of opportunity. The subject area of business, administration and law was good. This report focuses on the themes explored during the visit.

Themes

Self-assessment and improvement planning

To what extent does self-assessment inform quality improvement at Jobwise? What progress has been made in implementing quality monitoring arrangements?	Reasonable progress
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The provider's self-assessment process has improved since the last inspection. The views of learners, employers and staff are an integral part of the process. Learners complete satisfaction surveys and end-of-course questionnaires, and give their views during one-to-one meetings with internal verifiers. Evaluations of feedback are routine and summary reports clearly indicate learners' views on the strengths and areas for improvement of their training. Regular feedback from employers is mainly through the regular communication with assessors during visits. A variety of well-planned meetings with staff regularly record discussions about improvements to the provision. Sharing good practice is frequently a focus in staff meetings. The self-assessment report is concise, evaluative, and clearly linked to the detailed improvement targets that Jobwise sets itself. Targets have clear criteria for success and progress towards them is regularly monitored by managers. Since the last inspection, Jobwise has implemented a new online quality management system. Whilst it provides a clear overview of monthly monitoring activities, it has not yet completed a full annual cycle and is too new to judge its impact. Planned observations of training take place but records focus too little on learning.

Outcomes for learners

How well have learners' high success rates been maintained? Significant progress

At the last inspection, Jobwise had made significant improvements in success rates. In particular, overall framework success rates for apprentices in business administration in 2007/08 had risen to 84%. These improvements have continued. Success rates for 2009/10 were exceptionally high at 96%, and those within the expected time frame for apprenticeships improved from 68% in 2007/08 to 87% in 2009/10. Learners progress rapidly and most complete early. Managers have taken effective action to remedy recent issues that have slowed progress for a few learners, and the rate of those finishing before their planned end date is still well above the national average. A quarter of apprentices progress from intermediate to advanced level courses. Train to Gain programmes recently ended, but their success rates also improved and were very high in 2009/10. Foundation learning, a new programme this year, is providing the majority of its learners with progression into employment or training with nearly half progressing onto apprenticeships with Jobwise. Learner surveys and those interviewed confirmed the high regard learners have for their programmes and their enjoyment of learning. Employers recognise the significant benefit the programmes bring to their learners and their businesses.

Quality of provision

What progress has Jobwise made in improving learners' progress reviews? How well are targets identified and recorded to inform learners of what they need to do to achieve or improve? Reasonable progress

At the previous inspection, employers were generally supportive and interested in learners' progress and the review process was generally satisfactory. However, the distinction between the regular assessment planning visit and visits to review progress was not clear enough. Jobwise has strengthened the formal review process, with new documentation and a regular review schedule. Reviews take place approximately halfway through the learner's programme, which is generally less than six months long. These adequately address overall progress and longer-term targets. However, records of some discussions are too superficial. The key driver is still the frequent and thorough assessment visits that guide the learners well through their programme. The assessment process provides appropriately detailed targets to inform and enthuse learners. Other useful mechanisms support achievement. For example, a milestone certificate, awarded for reaching their halfway stage, encourages learners to complete. Detailed feedback includes specific short-term targets for both the employer and learner after each visit. Employers' commitment is generally stronger now, and many provide regular written comments on learners' progress.

Leadership and management

What progress has Jobwise made in monitoring the occupational competency of its staff and providing them with training and development opportunities?

Significant progress

The monitoring of staff competencies and provision of training and development opportunities for staff have improved greatly since the last inspection. All staff have regular one-to-one meetings with managers where they are encouraged to identify areas of training to improve their competencies. A wide range of online courses are available and taken up by staff. External specialists provide specific training events for all staff on aspects such as safeguarding. The various team meetings very effectively use the specialist knowledge of staff to disseminate information. For example, a recent meeting focused on providing tips and hints about application of number. A central record maintains up-to-date information about staff qualifications and take up of training and includes, for example, peer support and shadowing activities. Staff are very well supported to gain appropriate teaching and internal verifier qualifications. Literacy, numeracy, language, dyslexia and information technology specialists within the company provide very effective peer support for all staff.

What progress has Jobwise made in fully implementing safeguarding arrangements, in particular the training of staff?

Significant progress

Since the last inspection, there has been a strong focus on ensuring that all staff receive appropriate safeguarding training. An online training course is mandatory for all staff. In-house training focuses very well on raising staff awareness of their responsibilities and of the procedures to follow in cases of concern. The provider's safeguarding officer attends regular external training events and shares updated information with staff. Records of incidents or concerns are thorough and well monitored by the safeguarding officer and managers. Staff are appropriately vetted and a central register is rigorously maintained. Safeguarding awareness is included in learners' programmes and learners all complete a 'be safe' workbook. Jobwise carries out risk assessments in the workplace prior to learners starting their training and continues to monitor health and safety arrangements during learners' programmes.

What progress has Jobwise made in improving the promotion of equality and diversity?

Significant progress

Although arrangements for equality of opportunity were satisfactory at the previous inspection its promotion was insufficient, checks on employers' equality arrangements were too informal, and training for staff and learners insufficient. Jobwise has raised the profile of equality and diversity well and focuses clearly on promoting equality and diversity with staff and learners through the appointment of an equal opportunities champion. Policies and procedures are thorough and updated appropriately, and employers' arrangements checked thoroughly. Jobwise still closely monitors the performance of different groups of learners. Managers have a good understanding of the data that show few differences between the success rates of

specific groups and those of all learners. Targeted marketing activities continue to attract learners from under-represented groups. For example, over the last three years Jobwise has significantly increased the percentage of those with additional learning needs. Staff receive good formal training on all aspects of equality and diversity and they have a good understanding of their roles and responsibilities in promoting it to their learners. Learners' understanding has improved through better awareness training during induction and continual reinforcement during the frequent assessor visits. However, the recording of discussions developing their understanding during reviews is sometimes too superficial.

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