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Mrs E Cavalier  
CEO  
London College of Beauty Therapy  
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Dear Mrs Cavalier

**Ofsted 2012–13 survey inspection programme: employability - the impact of skills programmes for adults on achieving sustained employment**

This survey evaluates providers' response to initiatives launched on 1 August 2011 to use Skills Funding Agency funds flexibly to support people on benefits.

Thank you for your hospitality and cooperation, and that of your staff and participants, during my visit on 23 and 24 April 2012 to look at your work in employability provision.

The visit provided valuable information which will contribute to our national evaluation and reporting. Published reports are likely to list the names of the contributing institutions but individual institutions will not be identified in the main text without their consent.

The evidence used to inform the judgements included: interviews with staff, participants and a Jobcentre Plus representative; scrutiny of relevant documents; analysis of participants' work; and observation of two learning sessions.

**Key findings**

- London College of Beauty Therapy (LCBT) has developed a clear employability strategy that is closely aligned to its overall mission. Managers took good account of views of partners, employers and participants when developing employability courses. The courses give participants a highly relevant and focused route into working as beauty retailers or nail technicians.
- Participants attend a very useful open day where they complete initial assessments and have an advice and guidance interview. Very few participants discuss their barriers to employment, including literacy and

numeracy levels, with LCBT staff. Most have appropriate targets to help them achieve their qualifications but they do not have sufficiently clear development plans for getting a job.

- The teaching and learning observed were very effective in developing participants' knowledge, skills, teamwork and self-management. Participants demonstrated good professional standards, communicated well and placed a high emphasis on health, safety and tidiness. Their tutors have extensive knowledge and experience from the beauty industry which they use to motivate participants and bring relevance to learning activities.
- Participants have ready access to advice about current and future job vacancies, particularly in London's West End, through the onsite skills shop. Advisers within the skills shop give participants highly individualised help with CVs, jobsearch and preparation for interviews. Although the programme is at an early stage of delivery, a few participants have already gained work with prestigious companies through this support.

**Areas for improvement, which we discussed, include:**

- identifying participants' barriers to employment and agreeing suitable development plans with them that have a clearly defined route to employment.

I hope that these observations are useful as you continue to develop employability provision at LCBT.

As explained previously, a copy of this letter will be published on the Ofsted website. It may be used to inform decisions about any future inspection. A copy of this letter is also being sent to the Skills Funding Agency.

Yours sincerely

**Janet Rodgers**  
**Her Majesty's Inspector**