

# Qdos Training Limited

## Monitoring visit report

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**Unique reference number:** 58397

**Name of lead inspector:** Joy Montgomery HMI

**Last day of inspection:** 07 May 2015

**Type of provider:** Independent learning provider

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# Monitoring visit: main findings

## Context and focus of visit

This focused monitoring visit to Qdos Training Limited (Qdos) follows publication of the inspection report on 9 April 2015, which found the provider inadequate overall. Outcomes for learners were good, the quality of teaching learning and assessment required improvement and the effectiveness of leadership and management was inadequate.

The theme for the visit was safeguarding, which was judged inadequate at the inspection. This report provides an overview of the steps Qdos has taken since inspection and the impact of progress made.

## Theme

### **What progress has been made to strengthen the safeguarding arrangements to ensure learners are safe?**

### **Reasonable progress**

Qdos' General Manager and designated safeguarding officer has reviewed and strengthened the procedures on the safe recruitment of staff and the completion of appropriate disclosure checks. All staff now have relevant up-to-date Disclosure and Barring Service checks and the central records are comprehensive. Managers have revised safeguarding policies and procedures including a whistleblowing policy linked to safeguarding, health and safety, bullying and victimisation. Specific and clear safeguarding policies now exist for staff and learners. Managers have reviewed the complaints system to ensure monitoring of any concerns or investigations is prompt and thorough. However, it is too early to judge the full impact and effectiveness of these policies and procedures.

The General Manager has attended training events and conducted effective research to develop a good range of suitable safeguarding training materials and resources for staff and learners. The majority of staff have completed an on-line training programme and team meetings are being used effectively to discuss realistic scenarios to improve staff awareness of safeguarding issues. A good range of reference materials, videos and links to useful web-sites are available to staff and learners on the Qdos web-site. However, it is unclear if learners are accessing and using these resources. Trainers have not yet used the improved induction training activities and materials with learners.

The General Manager is developing stronger links with the local safeguarding board and Leicester City Council's Prevent officer. Managers are well aware of the need to incorporate the Prevent duty into safeguarding policies and procedures and they have planned briefings for staff.

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