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Mr Nick Rees
Managing Director
Wiltshire Transport Training & Development Limited
Hopton Industrial Estate
London Road
Wiltshire
SN10 2EX

Dear Mr Rees

Short inspection of Wiltshire Transport Training & Development Limited

Following the short inspection on 20 and 21 June 2017, I write on behalf of Her Majesty's Chief Inspector of Education, Children's Services and Skills to report the inspection findings. The inspection was the first short inspection carried out since Wiltshire Transport Training & Development Limited was judged to be good in December 2013.

This provider continues to be good.

You and your staff have successfully carried out the five recommendations made at your previous inspection. However, ensuring that tutors develop apprentices' understanding of equality and diversity more deeply is still an aspect which you are continuing to develop.

Apprentices thrive in a positive culture where communication among staff, managers and apprentices is good and positive, leading to trust and respect. The supportive family atmosphere in which staff work brings the best out of them.

Your tutors and assessors receive suitable and timely professional development. They are well qualified for the roles they undertake in supporting apprentices to gain the necessary technical skills and knowledge. Apprentices appreciate and benefit from the help and feedback that they receive when they attend lessons and when they complete their work online.

Apprentices continue to receive effective teaching and assessment that enable them to gain their qualifications; the vast majority now do so within the agreed timescales. They enjoy the close links between the theory and practical aspects that are relevant to their everyday work.

Your procedures to evaluate the quality of the apprenticeships and other courses you deliver are straightforward and effective. Your self-assessment report shows

that you know what you do well and where and how you need to improve.

You have established positive relationships with employers, many of whom return to you to provide subsequent training for their apprentices and additional training for their other staff. Participation in a national industry forum has enabled you to help employers to understand the changes to apprenticeships such as the new standards. Employers greatly value the training and support you provide.

You exercise close scrutiny of your subcontractor through monthly meetings and oversight of the information that they provide about the achievements of their learners. The information shows that nearly all the learners successfully complete their short employability courses.

Through your close links with employers you collect useful information about how well apprentices make progress with their companies. However, you do not record this information systematically and use it to assess longer term career progression of former apprentices and its value in planning and publicity.

Safeguarding is effective.

Safeguarding is effective. Apprentices feel safe and understand the importance of health and safety and safeguarding. Appropriate procedures are in place which staff understand and follow. Apprentices and staff know who to contact and how to report concerns.

Managers follow safer recruitment practices closely. They keep up-to-date records of incidents and concerns. All staff have received appropriate training in safeguarding and on the 'Prevent' duty and the risks posed by extremist groups. The 'Prevent' duty risk assessment is current.

At induction, apprentices receive helpful guidance on what the 'Prevent' duty means in the context of the transport industry. Tutors link the promotion of fundamental British values well to helping apprentices understand why equality of opportunity and respect for differences are important in modern society. However, during workshops later in the programme they do not reinforce the messages given at induction.

Inspection findings

We agreed on six key lines of enquiry, including safeguarding of learners. The other five are:

- How fully and effectively have the recommendations from the previous inspection been implemented?
- What actions are being taken to improve and maintain pass rates?
- How effectively does the quality assurance of teaching, learning and assessment lead to improvements for learners?
- How effectively are apprenticeships managed and how well is preparation being

undertaken for the new standards?

- How well do learners improve their English and mathematics skills as a result of undertaking their training and apprenticeships?

The following are the inspection findings from the other lines of enquiry.

- The proportion of apprentices who achieve their qualifications remains high and above national rates; this also applies to those who do so within the agreed timescales. The individual coaching received motivates apprentices and the practical nature of the programme, with the integration of theory linked to the actual work they do in their workplace, helps maintain good progress. Keeping employers informed regularly of apprentices' progress helps them stay on track.
- Managers involve apprentices and their employers closely in assessing apprentices' skills and knowledge at the start of their apprenticeships. They coordinate the planning of their programmes well to take account of the differing aspects of operations of their businesses. This approach enables apprentices to gain wider experience the business before specialising in specific areas.
- Apprentices learn to use information learning technologies (ILT) well that are industry standard and specific to the logistics industry and each employer's needs. Employers are confident that their apprentices are gaining the skills they need to develop ILT skills appropriate to their needs in their specific workplace.
- The support and help of an external consultant provide suitable scrutiny for quality assuring and improving the effectiveness of teaching, learning and assessment. Tutors and assessors receive helpful and useful feedback on how they can improve. They follow up their observations with timely and effective professional development that includes training to improve their assessment practices and to update their technical knowledge.
- Directors and managers keep employers well informed about the progress of their apprentices. Employers receive useful training plans that enable them to check apprentices' progress. They receive clear, helpful information about apprentices' progress when they have completed assessments. Employers value the flexibility and structure of the apprenticeship programme which enables apprentices and employers to get the best out of the programme.
- The few apprentices who do not have the appropriate level of English or mathematics qualifications receive appropriate help during their programmes. Consequently, they gain their functional skills qualifications.
- Apprentices learn good speaking and listening skills during their programmes. They acquire relevant knowledge quickly about the mathematics skills needed in logistics and road transport.
- Although managers and tutors offer apprentices the opportunity to learn English and mathematics at a higher level and gain a qualification, very few accept the offer. As a result, few apprentices demonstrate higher level English skills that can improve their career and personal prospects.

Next steps for the provider

Directors should ensure that:

- apprentices further develop their English skills during their programmes even when they have the appropriate qualifications so that they enhance their professional skills and personal development
- they record information on apprentices' next steps systematically and use it in planning and reviewing the apprenticeship programmes
- tutors and assessors reinforce messages shared at induction about fundamental British values and equality and diversity more purposefully during the apprenticeships.

I am copying this letter to the Education and Skills Funding Agency. This letter will be published on the Ofsted website.

Yours sincerely

Peter Green
Her Majesty's Inspector

Information about the inspection

During the inspection, one of Her Majesty's Inspectors and three Ofsted Inspectors were assisted by the managing director as nominee. We met with you, your co-director, managers, tutors and assessors, and apprentices. We observed teaching and learning. We scrutinised key strategic and policy documents, including those relating to self-assessment, quality assurance, safeguarding, and the company's performance. We analysed information on apprentices' achievements. We also analysed feedback from telephone calls to employers and from apprentices, gathered during the inspection.