

N-Gaged Training and Recruitment Limited

Monitoring visit report on safeguarding

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Monitoring visit: main findings

Context and focus of visit

This monitoring visit was undertaken as part of a series of monitoring visits to a sample of new apprenticeship training providers that are funded through the apprenticeship levy. Ofsted's intention to carry out monitoring visits to these new providers was first announced by Her Majesty's Chief Inspector in November 2017. The focus of this second monitoring visit to the provider was on theme three only, as inspectors, during their first visit, judged that leaders and managers had made insufficient progress on this theme.

N-Gaged Training and Recruitment Limited (N-Gaged) was formed in 2008 and is based in Bristol. Since then the company has specialised in providing adult learning, primarily in the logistics sector. It has also been a subcontractor for a small number of apprenticeships. N-Gaged was awarded a direct contract in March 2017. In October 2017 managers recruited their first apprentices under the new levy-funding arrangements. Apprentices are based mostly in the south west but there are also apprentices in other parts of England. Apprentices who are not based locally attend several residential training sessions in Bristol during their apprenticeship. Leaders continue to specialise in logistics but also have apprentices in the care sector. The company currently works with nine large employers.

There are currently 101 apprentices enrolled at N-Gaged under its prime contract, all of whom are funded under the levy. Almost all these apprentices are on new standards apprenticeships. The exception is the small number of apprentices who are studying business administration at level 2, for which there is no standard. Three-quarters of apprentices are over 25 and a small number are under 18. Over half of the apprentices are on large goods vehicle or supply and warehousing apprenticeships. One-fifth of apprentices are on care-related apprenticeships. The remainder are on business administration, customer service, hospitality or management apprenticeships. All of these apprentices work for employers within the logistics or care sectors. The large majority of apprentices are studying at level 2.

Theme

How much progress have leaders and managers made in ensuring that effective safeguarding arrangements are in place? **Reasonable progress**

The arrangements for safeguarding are effective. Leaders and managers have taken a wide range of successful actions to improve the arrangements for safeguarding since the earlier monitoring visit in August 2018. They monitor the progress made against the actions that are detailed carefully in a post-inspection action plan.

The quality manager is now the designated safeguarding lead, and a number of managers and staff have been well-trained as a safeguarding team. Apprentices

know who to contact if they have any concerns and know how to keep themselves safe.

A significantly improved safeguarding policy makes it very clear how safeguarding will be managed and who is responsible for the various strands. Inspectors' discussions with tutors, assessors and members of the new safeguarding team confirmed that safeguarding arrangements are now fully embedded, well understood and part of the company culture.

Effective arrangements are now in place for apprentices who are under the age of 18 and attend residential courses at the company hotel. Managers are aware that the new arrangements need to be reflected in the new safeguarding policy. Effective plans are in place to address this issue.

Tutors and assessors receive enhanced levels of training in safeguarding and the Prevent 'duty'. They use this training to support apprentices well when broadening their understanding of the dangers of radicalisation and extremism. They achieve this through using weekly and monthly topics that lead to meaningful discussions which deepen apprentices' understanding. In addition, all apprentices have completed, or are part-way through, an online course to help them understand the full range of these dangers. As a result, apprentices have a much better understanding and can relate radicalisation and extremism to British values.

A new apprentice handbook includes useful explanations of the full range of safeguarding issues, including a section on how apprentices can keep safe while online. This will be introduced to all new apprentices during their induction, and managers' plans to distribute the handbook to existing apprentices will be completed as soon as possible. This will support the work that tutors have carried out to improve apprentices' awareness of the dangers they may face online.

Managers' improvements to the 'Prevent' duty risk assessment and action plan are helping to ensure that apprentices have a better knowledge of safeguarding contacts in the Bristol area. The good relationships established with relevant external agencies in the Bristol area are ensuring that apprentices have a heightened awareness of the particular risks they might face. The same level of knowledge and understanding regarding risks that apprentices might face in other geographical locations is yet to be established. Managers need to take urgent action to enhance further apprentices' awareness of prevalent dangers in the areas where they live and work. Managers also need to ensure that the plan includes clearer policies for checking and mitigating possible risks associated with using external speakers.

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