

# Matrix Solutions International Limited

Monitoring visit report

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**Unique reference number:** 1280366

**Name of lead inspector:** Martin Ward, Her Majesty's Inspector

**Inspection date(s):** 12 December 2019

**Type of provider:** Independent learning provider

**Address:** Smithfield House  
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## Monitoring visit: main findings

### Context and focus of visit

From October 2018, Ofsted undertook to carry out monitoring visits to all newly directly funded providers of apprenticeship training provision which began to be funded from April 2017 or after by ESFA and/or the apprenticeship levy. This follow-up safeguarding monitoring visit has been carried out consequent to the provider being found to be making insufficient progress with respect to safeguarding at their previous monitoring visit. It follows the arrangements outlined in the 'Further education and skills inspection handbook'.

The focus of this visit is only on the safeguarding theme below.

Matrix Solutions International Limited received a contract to deliver apprenticeship provision in January 2018. The company trades under the name of ANZ Training (ANZ) for this aspect of its business. There were 22 non-levy funded apprentices at the previous monitoring visit. There are currently 14 apprentices. ANZ delivers all but two of the apprenticeships through three subcontractors. These are Pier Training Ltd in Birmingham, 1st2 Achieve Training Limited in Skelmersdale and Holt Green Training Ltd in Manchester. Apprentices are on standards-based apprenticeships in business administration, learning and development practice, learning and skills teaching, operations/departmental management, and team leadership/supervision. Five apprentices are studying at level 3 and nine at level 5.

### Theme

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

In part due to significant changes to the management team, leaders and managers have not improved safeguarding procedures since the previous monitoring visit. Senior leaders have not strengthened the quality assurance arrangements for subcontractors. As a result, leaders cannot be sure that apprentices are safe or receive high-quality training about how to keep themselves safe. Leaders have not ensured that staff, including subcontractors' staff, receive appropriate and timely safeguarding training.

The managing director appointed a new designated safeguarding lead in November. However, senior leaders have not developed an action plan for improving safeguarding. They do not meet regularly or frequently to discuss the safeguarding arrangements in the subcontractors or to monitor the safety of apprentices. Senior leaders are not clear about what they need to do, or how they are going to do it.

Leaders have not assured themselves of the quality of the safeguarding learning resources that the subcontractors share with apprentices. They do not conduct their own survey of apprentices' views on safeguarding nor request this information from subcontractors. During the visit, the apprentices reported that they feel safe with the subcontractors. However, they are unaware of who they should contact at the provider if they do have a safeguarding concern.

The provider does not display a positive culture of safeguarding.

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