

# SSG Services (Est. 2003) Limited

Monitoring visit report

---

**Unique reference number:** 1278592

**Name of lead inspector:** Gerard McGrath, Her Majesty's Inspector

**Inspection date:** 4 February 2020

**Type of provider:** Independent learning provider

**Address:** Alexander Sport Centre  
Sidney Road  
Bedford  
MK40 2BQ



## 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 monitoring visit was undertaken as part of those arrangements and as outlined in the *Further education and skills inspection handbook*, especially the sections entitled 'Providers newly directly funded to deliver apprenticeship training provision' and 'Monitoring visits'. The focus of these visits is on the themes set out below.

SSG Training is an independent learning provider based in Bedford. It is part of a larger limited company, SSG Services (Est. 2003) Ltd. The provider delivers study programmes, traineeships and adult learning programmes through subcontracting arrangements with other organisations. SSG Training joined the Register of Apprenticeship Training Providers in 2017. At the time of this monitoring visit, it had three apprentices in learning working towards standards-based apprenticeships in customer service at level 2. SSG Training has centres across Bedfordshire, Bedford and Hertfordshire.

SSG Training received a monitoring visit in July 2019, when it was judged to have made insufficient progress against two of the three identified themes. Safeguarding was judged to be effective. The focus of this visit was to examine the progress the provider has made against the three themes below.

### Themes

**How much progress have leaders made in ensuring that the provider is meeting all the requirements of successful apprenticeship provision?**

**Reasonable progress**

Senior managers and trainers have worked well to plan training so that apprentices develop their skills, knowledge and behaviour steadily over time. As a result, apprentices describe the range of new work-related skills and knowledge they have acquired, such as improving the professional business language they use when communicating with clients.

Directors and managers ensure that trainers meet with employers regularly. They review the progress made by apprentices and plan appropriate workplace activities. As a result, apprentices become more effective and skilled in their work. For example, apprentices improve their time management and meet challenging work deadlines.

Directors and managers have successfully improved their management of apprentices' off-the-job training. Managers ensure that all apprentices complete the requisite amount of off-the-job training. This ensures that apprentices have enough time to practise and refine their skills.

Directors have ensured that staff are trained to provide adequate apprenticeship training. Apprentices and their employers now clearly understand the timing and arrangements for end-point assessment.

Managers carry out regular observations of coaching and support sessions. The feedback they provide to staff includes judgements about learning and identifies accurately areas for staff to improve. Managers use the outcomes from observations to plan appropriate staff training and development.

Directors have implemented a new management information system. They use the information to manage the performance of their staff effectively.

**What progress have leaders and managers made in ensuring that apprentices benefit from high-quality training that leads to positive outcomes for apprentices?**

**Reasonable progress**

Apprentices develop high levels of confidence. This enables them to communicate effectively with a wide range of customers and groups, whether talking to children at work, or in professional meetings with colleagues and external stakeholders.

Employers value the contribution apprentices make. Workplace supervision is helpful and effective. As a result, apprentices develop a good understanding of high-quality customer service.

Staff assess apprentices' starting points well. Trainers use this information effectively to ensure that apprentices are on the right programmes.

Trainers use their good qualifications and vocational experience usefully. They adapt training to meet individual apprentices' needs. Trainers ensure that apprentices are effectively prepared for their final assessment.

Training targets set by trainers for completing the main qualification are effective. However, trainers need to place greater emphasis on apprentices developing their work-related skills.

Apprentices have recently received impartial careers advice. They understand what their next steps in learning and employment could be.

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

**Reasonable progress**

Directors ensure that detailed and effective safeguarding processes are in place. They are well informed of all safeguarding issues.

Apprentices feel safe and know how to report safeguarding incidents and concerns if they need to. They attend their individual employers' regular training to ensure that their knowledge is current and up to date.

Any complaints about the inspection or the report should be made following the procedures set out in the guidance 'Raising concerns and making a complaint about Ofsted', which is available from Ofsted's website: [www.gov.uk/government/publications/complaints-about-ofsted](http://www.gov.uk/government/publications/complaints-about-ofsted). If you would like Ofsted to send you a copy of the guidance, please telephone 0300 123 4234, or email [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk).

### **Learner View**

Learner View is a website where learners can tell Ofsted what they think about their college or provider. They can also see what other learners think about them too. To find out more go to [www.learnerview.ofsted.gov.uk](http://www.learnerview.ofsted.gov.uk).

### **Employer View**

Employer View is a website where employers can tell Ofsted what they think about their employees' college or provider. They can also see what other employers think about them too. To find out more go to [www.employerview.ofsted.gov.uk](http://www.employerview.ofsted.gov.uk).

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for children looked after, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk).

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit [www.nationalarchives.gov.uk/doc/open-government-licence](http://www.nationalarchives.gov.uk/doc/open-government-licence), write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: [psi@nationalarchives.gsi.gov.uk](mailto:psi@nationalarchives.gsi.gov.uk).

This publication is available at [www.gov.uk/government/organisations/ofsted](http://www.gov.uk/government/organisations/ofsted).

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

T: 0300 123 1231  
Textphone: 0161 618 8524  
E: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)  
W: [www.gov.uk/ofsted](http://www.gov.uk/ofsted)

© Crown copyright 2020