

# Phoenix4Training LLP

Monitoring visit report

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**Unique reference number:** 1280310

**Name of lead inspector:** Martin Hughes, Ofsted Inspector

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**Type of provider:** Independent learning provider

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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.

Phoenix4Training LLP (P4T) was established in 2007, offering a range of commercial training and funded training to the health and social care sector and the growing distribution sector. In March 2017, P4T received funding directly from the ESFA to deliver apprenticeships. Training takes place at employers' premises through one-to-one coaching sessions. At the time of this safeguarding monitoring visit, P4T delivers training to 47 apprentices. The apprenticeship levy funds 16 of these apprentices. Three apprentices are 16 to 18 years of age. The vast majority are on apprenticeship frameworks at levels 2 and 3 in a range of vocational pathways, including customer service, team leading, and performing manufacturing operations. Almost half of the apprentices speak English as an additional language.

### Theme

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

Leaders and managers have worked quickly and effectively to correct and deal with concerns identified at the monitoring visit in November 2019. They established a suitable post-monitoring visit safeguarding action plan and swiftly initiated an appropriate range of activities. The designated safeguarding officer (DSO) has now completed relevant training at level 3.

Leaders have established relevant safeguarding policies and procedures. Staff and apprentices know how to report safeguarding concerns. Leaders and managers discuss safeguarding in detail at monthly meetings, contacting employers frequently to check on the safety of apprentices.

Managers have established appropriate links with local authorities and adult safeguarding teams in the areas where apprentices work. Managers have also simplified documentation given to apprentices. They make sure that apprentices for whom English is an additional language can understand it.

Apprentices know how to keep themselves safe at work and in their local area. They demonstrate a good understanding of a range of radicalisation and extremism concerns in their local area. They recall specific training they have received on people trafficking and county lines. Apprentices feel confident to report concerns to the police or to P4T's safeguarding officers. Managers carefully monitor and review apprentices' progress in completing four online training units.

Leaders make appropriate background checks before appointing staff. In accordance with the company's recruitment and safeguarding policies, leaders ensure that all staff are Disclosure and Barring Service checked.

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