

Inspection of Proactive in Partnership Training Limited

Inspection dates:

21–23 July 2021

Overall effectiveness

Inadequate

The quality of education	Inadequate
Behaviour and attitudes	Requires improvement
Personal development	Requires improvement
Leadership and management	Inadequate
Apprenticeships	Inadequate
Overall effectiveness at previous inspection	Not previously inspected

Information about this provider

Proactive in Partnership Training Limited (PiP) became a registered training provider in 2017. It provides apprenticeship qualifications in the national logistics sector. Employers include local authorities waste management services, suppliers of medical equipment to the NHS, and parcel delivery services to customers and businesses.

PiP provides apprenticeship qualifications in level 2 improving operational performance, supply chain warehouse operative, waste resource operative and level 4 improvement practitioner.

At the time of the inspection, 50 apprentices were in learning. Most apprentices are studying on the level 2 warehouse supply chain operative qualification with one large national employer in the logistics sector. No apprentices have high needs. PiP does not work with any subcontractors.

What is it like to be a learner with this provider?

Apprentices studying on the level 2 supply chain warehouse operative qualification are not satisfied with the quality of their training with PiP. Apprentices are unsure of what training they have completed and what they need to do to complete their apprenticeship.

Apprentices value and enjoy the training they receive from their employers. This helps them to quickly become knowledgeable, skilled professionals and gain promotion at their place of work.

Apprentices studying the level 2 waste resource operative qualification learn industry best practice for managing waste from their visits to other organisations. This helps them to understand fully key concepts, such as the need to accurately trace movement of waste materials and the consequences of illegal dumping.

Apprentices studying the level 2 improvement operational performance qualification lead on improvement projects in their workplace, which help their organisations reduce costs and improve business efficiency.

Apprentices feel safe at work and in their training. They have an effective understanding of how to apply safe working practices in the workplace, complying with the high levels of health and safety demanded by employers.

What does the provider do well and what does it need to do better?

Senior leaders have failed in providing effective management oversight of the level 2 supply chain warehouse operative training. They have failed to assure the quality and content of training provided. Tutors do not plan and provide good quality training. Too few apprentices make good progress in their training. Current training does not meet the requirements of the apprenticeship standard. Existing governance arrangements, while identifying poor quality training, have failed to ensure that leaders have taken timely and effective action.

Too few apprentices on the level 2 supply chain warehouse operative apprenticeship remain in training. Almost a third of the apprentices have left shortly after starting. Senior leaders did not ensure that potential apprentices understood the commitment to training required before starting their apprenticeship.

Senior leaders have not ensured that tutors continue to improve to become better teachers. Too few tutors can provide effective support for the many apprentices who have English as a second language.

Tutors do not ensure that apprentices on higher-level apprenticeships develop their advanced skills, including study and research skills. Apprentices do not understand the purpose of referencing their research, for example the need to reference sources of the information they cite in their work. Apprentices have a limited understanding

of the range of management reporting expected by employers, for example drafting formal reports.

Tutors do not provide apprentices with a good understanding of the career opportunities available to them in the logistics sector. Tutors only discuss opportunities apprentices may have with their current employers. Tutors do not identify how the skills and knowledge apprentices gain will help them to achieve their long-term career goals.

Leaders liaise effectively with employers in the logistics sector. Leaders have designed appropriate apprenticeship training to provide business efficiencies and manage waste compliance. Employer's value the bespoke nature of the training. This ensures that apprentices apply their skills and knowledge appropriately in the workplace.

Level 4 improvement practitioner apprentices have good specialist knowledge. They understand complex techniques, such as lean management in manufacturing. Apprentices have a good understanding of a broad range of management techniques. They understand well theories about leadership and shared responsibilities. Apprentices apply critical path analysis as part of the business impact projects. They use this knowledge to bring about sustained improvements at work.

Safeguarding

The arrangements for safeguarding apprentices are effective.

Leaders and managers have established a culture of safeguarding their apprentices. They monitor safeguarding concerns effectively. Leaders follow up any welfare and well-being incidences swiftly.

Apprentices practise and demonstrate good health and safety standards in the workplace. They recognise the importance of how to move heavy loads at the distribution centres appropriately to reduce potential injuries and accidents.

Tutors do not discuss with apprentices wider sector safeguarding issues. Apprentices do not understand the potential for smuggling people and contraband. They do not know the signs to look for in their everyday work.

What does the provider need to do to improve?

- Leaders must improve rapidly the quality of training for apprentices on level 2 supply chain warehouse operative programmes and ensure that it is of a high quality.
- Leaders need to ensure that tutors have the skills and ability to help apprentices, especially those who have English as a second language, make good progress in their training.

- Leaders need to ensure that potential apprentices and their employers understand fully the commitment required of them to undertake an apprenticeship.
- Leaders need to ensure that tutors provide regular and effective ongoing careers advice and guidance to apprentices to help them work towards and achieve their career aspirations.
- Leaders need to ensure that apprentices develop a good understanding of wider sector safeguarding issues.

Provider details

Unique reference number	1276265
Address	3 Deeping St. James Road Northborough Peterborough PE6 9BT
Contact number	01778 341719
Website	http://piptraining.com/
Principal/CEO	Kevin Taylor
Provider type	Independent learning provider
Date of previous inspection	Not previously inspected
Main subcontractors	No subcontractors

Information about this inspection

The inspection team was assisted by the Director of Learning, as nominee. Inspectors took account of the provider's most recent self-assessment report and development plans, and the previous inspection report. The inspection was carried out using the [further education and skills inspection handbook](#) and took into account all relevant provision at the provider. Inspectors collected a wide range of evidence to inform judgements including observing learning sessions, scrutinising learners' work, seeking the views of learners, staff and other stakeholders, and examining the provider's documentation and records.

Inspection team

Sambit Sen, lead inspector

Her Majesty's Inspector

Linnia Khemdoudi

Her Majesty's Inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

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