

Inspection of Bock Consultancy & Personnel Development Limited

Inspection dates:

12–14 October 2021

Overall effectiveness

Good

The quality of education

Good

Behaviour and attitudes

Good

Personal development

Good

Leadership and management

Good

Adult learning programmes

Good

Overall effectiveness at previous inspection

Requires improvement

Information about this provider

Bock Consultancy & Personnel Development Limited (Bock) provides training to adults who wish to further their education and then progress to higher education or employment. Learners fund their training through the advanced learner loan. At the time of the inspection, there were 90 learners on level 3 diploma courses. Of those, 32 were studying health and social care, 30 taking access to nursing and 26 on the gas engineering diploma. Two learners were studying a business and management diploma.

Since the previous inspection, leaders have moved the majority of teaching online, except for those studying gas engineering, who attend the centre for one-to-one practical lessons.

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

Learners benefit from a caring and nurturing environment. Leaders, managers and tutors provide learners with the support they need to succeed. Staff willingly give learners extra help if they need it. This ensures that learners make good progress in their studies. They become highly motivated to succeed in their chosen subject. As a result, many go on to higher education, further training or employment.

Learners benefit from the high expectations that leaders, managers and tutors have of them. Tutors ensure that learners take notes from the very beginning of their course and expect learners to present their work in well-organised portfolios. Tutors give learners timely and detailed feedback on their assignments. Learners are proud of the high standard of work they produce.

Learners appreciate the way tutors teach them. Tutors are patient and take time to give detailed explanations to learners so that they understand concepts well. Learners enjoy their classes and say they would recommend studying at Bock to their friends.

Learners feel safe. They know who to turn to should they have any concerns about their welfare because tutors make learners aware of this at the start of their course.

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

Leaders and managers ensure that the curriculum is taught in a logical manner that helps learners develop their knowledge over time. For example, in access to nursing, learners are taught study skills such as note-taking and learn technical vocabulary first to underpin their training. In health and social care, learners first learn about the basics of working in the healthcare sector before moving on to more complex areas, such as research.

Tutors use effective strategies that help learners remember what they have learned. For example, in access to nursing, tutors insist that learners illustrate their answers with full explanations. In health and social care, tutors use effective assessment methods early in the course to identify what learners know and what they do not. This helps tutors adapt their teaching to meet any gaps in knowledge.

Tutors help learners effectively to develop professional behaviours. For example, in gas engineering, learners discuss how to behave professionally in the workshop and in clients' homes through, for example, presenting themselves smartly.

Managers and tutors ensure that learners receive effective careers advice and guidance and are well prepared for their next steps. For example, in gas engineering, employers give talks to learners on what it is like to work in the sector. Learners gain a good understanding of the responsibilities of self-employment, such as taxation and registration with Companies House. In nursing, learners receive support to write their personal statement and their university application forms.

Tutors develop confidence in their learners. For example, nursing learners make presentations on topics taught to each other from a very early stage of the course. This builds their confidence in public speaking well.

Leaders and managers have made good progress in addressing most of the areas for improvement identified at the previous inspection. For example, learners who speak English as an additional language now receive effective additional support to develop their written and spoken English. Leaders and managers now closely monitor the attendance of learners. As a result of this and the good-quality education that they receive, learners' attendance is very good.

Since the previous inspection, leaders and managers have improved the effectiveness of the board of governors by expanding its membership to include external board members. However, the board meets too infrequently and does not consider information on the performance of Bock to be able to provide sufficient challenge to senior leaders.

Leaders and managers do not ensure that the learners have access to activities that support their development beyond the core curriculum. For example, learners are taught about the dangers of radicalisation and extremism at the start of their training. However, too many learners cannot recall what they learn or relate it to their own lives.

Safeguarding

The arrangements for safeguarding are effective.

Leaders, managers and tutors ensure that there is a strong culture of safeguarding learners. They demonstrate high levels of care for their learners.

Safeguarding and health and safety feature prominently in teaching. As a result, learners develop a good understanding of how this applies to their sector and job roles. They understand how to keep themselves safe, including when online.

A suitable suite of safeguarding policies is in place that provides a firm foundation for safeguarding learners. Leaders and managers follow safe recruitment and selection procedures to ensure that new staff are suitable for their roles.

What does the provider need to do to improve?

- Leaders should ensure that the board of governors frequently reviews performance information so that it provides effective challenge to leaders and managers to further improve the provision.
- Leaders and managers should ensure that learners have access to a broad curriculum that supports their personal development.

Provider details

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Website	www.bockconsultancy.com
CEO	Bola Iwenofu
Provider type	Independent learning provider
Date of previous inspection	9–14 December 2018

Information about this inspection

The inspection team was assisted by the director, 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 visiting learning sessions, scrutinising learners' work, seeking the views of learners, staff and other stakeholders, and examining the provider's documentation and records.

Inspection team

Jon Bowman, lead inspector
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Her Majesty's Inspector
Ofsted Inspector

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