

Inspection of Integer Training Limited

Inspection dates: 16 and 17 February 2022

Overall effectiveness	Good
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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	Outstanding

Information about this provider

Integer Training Limited (Integer) is an independent learning provider established in 1989. Integer's head office and administration are based in Bude, in Cornwall. At the time of the inspection, 18 learners were studying for a level 3 diploma in nail technology, in Walsall. Four learners were studying a level 3 diploma in business administration online. In Cornwall, two learners were studying for a level 3 diploma in adult care and one learner was studying for a level 5 diploma in residential childcare. All of the learners were adults.

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

Learners are very positive about their learning and are keen to learn. They benefit from working alongside experienced practitioners. Learners are highly motivated to succeed and have a clear awareness of how their courses are helping them towards achieving their career aspirations. Integer's tutors are effective in creating a productive learning environment in which learners flourish. Tutors treat learners fairly and respectfully. In turn, learners show high levels of respect for their peers and tutors.

Learners have a good understanding of what is expected of them, behave professionally and study purposefully. Learners significantly improve their customer service skills and develop confidence in interacting with others. They learn how best to deal with diverse and challenging customers. Learners on care courses become skilled in reflecting on and improving their own practice.

Business learners carry out complex work-related projects successfully. These demonstrate learners' effective development of a variety of important skills. Such skills include problem-solving, project management and the ability to undertake detailed research.

Learners feel safe. Learners studying nail technology understand and apply health and safety practices well within a salon environment. All learners know how to report any concerns about their safety and welfare.

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

Senior leaders have a clear and ambitious strategy for the adult learning programmes they run. It is part of their broader commitment to recruit and train staff with the skills that are needed by local, regional and national businesses. Curriculum leaders make effective use of their working relationships with employers to inform how they plan their curriculums. As a result, curriculums keep up to date with technological changes and challenges in the business, care and nail sectors.

Integer's tutors are highly experienced and knowledgeable. They use their wealth of sector experience to relate theory to practice in salons, offices and care settings. Tutors teach the content of the curriculum logically and ensure that they teach the key concepts early. This provides learners with important foundations on which to base further learning. Tutors prioritise considerations of health and safety and customer care throughout courses and teach them effectively. Tutors plan carefully so that learners acquire new knowledge and skills through tackling progressively more complex tasks.

Learning resources are of a good standard. Learners make good use of online materials to test and extend their competence. As a result, they become more effective at learning independently.

Learners make good progress in knowing and remembering new knowledge and skills. Nearly all learners complete their programmes and achieve their qualifications. Most learners move on to sustained employment in their respective sectors. A few gain promotion to jobs with increased responsibilities and pay.

Tutors' feedback on learners' work is not consistently effective. Where it is weak, it does not ensure that learners know what they need to do to improve and achieve the highest standards. Learners' written English does not always meet standards required in the workplace. Consequently, some care plans and business reports that learners write are not accurate enough and their meaning is unclear. Tutors' feedback does not sufficiently help learners to avoid repeating the same mistakes.

Learners receive good support in planning for their next steps and for the wide range of options open to them, including employment, higher apprenticeships and university. Learners report increased motivation, as they feel better prepared to look for work or start self-employment at the end of their courses. Those wishing to run their own businesses receive helpful advice on topics such as liability insurance, homeworking or finding premises.

Leaders have a good understanding of the strengths and weaknesses of their adult learning programmes. An external adviser provides leaders with effective oversight and governance. Quality assurance processes clearly identify areas needing development. However, managers do not always respond rapidly enough. For example, managers are aware of the need to improve the quality of feedback on learners' work but have not yet acted to remedy the problem.

Safeguarding

The arrangements for safeguarding are effective.

Learners feel safe and know whom to contact if they have a concern. Leaders have implemented appropriate policies and procedures that staff use effectively to keep learners safe. All staff are trained in safeguarding and the 'Prevent' duty. The designated safeguarding lead is experienced and has received appropriate training to carry out their role.

Leaders complete the necessary checks when appointing new staff.

What does the provider need to do to improve?

- Leaders should ensure that the feedback from tutors enables learners to know what they need to do to improve, achieve the highest standards and avoid repeating mistakes.
- Managers should respond rapidly to shortcomings identified through the quality assurance processes to bring about the improvements required.

Provider details

Unique reference number	58315
Address	Unit 17 Efford Farm Business Park EX23 8LT
Contact number	01288 356263
Website	http://integer.co.uk/
Principal/CEO	Mrs Jasbir Behal
Provider type	Independent learning provider
Date of previous inspection	21 January 2011

Information about this inspection

The inspection team was assisted by the general manager, 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

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