

Inspection of 8Point8 Training Limited

Inspection dates: 23 to 25 August 2023

Overall effectiveness **Good**

The quality of education **Good**

Behaviour and attitudes **Good**

Personal development **Good**

Leadership and management **Good**

Apprenticeships **Good**

Overall effectiveness at previous inspection Not previously inspected

Information about this provider

8Point8 Training Limited provides apprenticeships for the telecommunications sector. At the time of the inspection, there were 22 apprentices, of whom 13 were studying the level 2 wireless communications rigger standard. The remainder were studying a range of business and management apprenticeships, with fewer than five each studying level 2 lean manufacturing operative, level 2 customer service practitioner, level 3 business administrator, level 3 team leader supervisor and level 5 operations and departmental manager. Around a third of apprentices are aged 16 to 18.

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

Apprentices benefit from high-quality training, through which they develop their skills, confidence and independence in the workplace. For example, business and management apprentices develop the skills to be able to present in meetings and report to directors. Wireless communication rigger apprentices carry out numerous climbs so that they become proficient and increase the safety of their practice for themselves and their colleagues.

Wireless communication rigger apprentices train using industry-standard equipment, which simulates the structures that they will encounter in their jobs, including a 15-metre structure. They make good use of these structures to develop their confidence and stamina. For example, they practise hanging upside down at height in a safe environment to feel what it would be like if they or their colleagues fell on a live job and to learn how to correct their position safely.

Apprentices feel welcome and valued. Leaders and staff create a positive and respectful environment and share their high expectations of apprentices to succeed in their apprenticeships and careers. As a result, apprentices are motivated and enthusiastic.

Apprentices learn about staying safe in the workplace, building relationships with colleagues and staying physically and mentally healthy. Wireless communication rigger apprentices understand about the 5G protests and how to act if they encounter protestors or hecklers when on site. However, in a few instances, apprentices do not gain a sufficiently deep understanding of wider risks that they may encounter in their lives.

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

Leaders have clear purpose for their provision, targeting a national skills gap in a niche sector of the telecommunications industry. There is an ageing workforce, and riggers often retire early due to the physical demands of the job. Although leaders previously widened their offer to include business and management apprenticeships within this sector, they have now focused their recruitment on the working-at-heights apprenticeships in which they specialise.

Leaders have suitable arrangements in place to monitor the quality of the provision, including frequent reviews of caseloads and the quality of teaching. They inspire a culture of continuous improvement effectively, understanding the strengths and weaknesses of their provision well. They focus their actions on making improvements, which has a positive impact on the quality of education that apprentices receive.

Leaders have established valuable external governance. Governors are highly experienced in a range of areas related to education and the industry. They

understand the vision of the provider, are involved in shaping the strategic direction, and appreciate that leaders welcome and encourage their challenge and scrutiny.

Tutors plan training sensibly so that apprentices build their knowledge and skills throughout their programme. Wireless communication rigger apprentices start their training in the classroom by learning how to work safely and solve problems, such as working in adverse conditions, and then apply this in practical sessions with increasingly higher climbs and rescues.

Apprentices complete valuable additional training and qualifications beyond their apprenticeship standard, which prepares them for their future careers and enhances their employability. For example, wireless communication rigger apprentices undertake industry-level training in asbestos awareness and climbing different structures, such as a monopole. Business and management apprentices complete training in fire safety, data protection, cyber security and basic first aid.

Tutors use their subject expertise to bring their teaching to life. Through effective teaching, apprentices grasp new concepts firmly and relate them to their job roles. For example, tutors on wireless communication rigger apprenticeships share their experiences from working in the industry, reflecting on situations where they had to make choices and solve problems.

Tutors provide high-quality teaching in classrooms and during practical and online sessions. They plan individualised learning well, linking on- and off-the-job training to apprentices' job roles. This enables apprentices to make good progress on their programmes. For example, wireless communication rigger apprentices understand the importance of recognising biological hazards, such as bird guano, on structures, including any associated illnesses.

Tutors adapt lessons sensitively to ensure that all apprentices, including those with special educational needs and/or disabilities, can make sense of challenging topics and situations. For example, tutors encourage wireless communication rigger apprentices to take short breaks if they become frustrated during difficult practical tasks, which helps the apprentices to remain calm and quickly return to learning.

Tutors use a range of useful assessment methods to check apprentices' understanding. These include question-and-answer activities, written tasks, practical assessments and employer testimonies. Apprentices produce work of a high standard and value the feedback they receive from their tutors, which they use to improve their work.

Tutors develop apprentices' English and mathematics skills by integrating work-related activities into their sessions. For example, wireless communication rigger apprentices calculate measurements manually during practical tasks. The very few apprentices resitting English and mathematics qualifications are supported well. The tutor delivering functional skills tailors the curriculum to address the gaps in the knowledge of each apprentice and sets individual activities that pique their interest, such as using football statistics to set mathematics tasks.

Leaders and tutors use reviews effectively to support and encourage apprentices, including setting relevant individual targets to help them to improve. Most employers are involved in the reviews and, in the few instances where employers are not able to attend, they are kept up to date about the progress of their apprentices.

Wireless communications riggers apprentices attend well and are consistently punctual. Tutors ensure that apprentices understand the importance of time management in their job roles, as customers' wireless signals are turned off while work is carried out on the structures. Although, in a few instances, business and management apprentices do not attend their scheduled sessions, tutors are diligent in rearranging the training so that these apprentices still benefit from timely training.

Apprentices gain substantial new knowledge, skills and behaviours on their programmes and become valuable members of the workforce. Wireless communication rigger apprentices make steady progress, either in line with or beyond expectations. Although a few business and management apprentices have fallen behind in their work, leaders have identified the reasons and implemented several improvements. As a result, these apprentices are now making rapid progress.

Apprentices are prepared well for their end-point assessments, understanding what will be involved from early in their programmes. All apprentices who complete their programmes achieve their apprenticeships, with a quarter gaining distinctions.

Too many apprentices have withdrawn from their programmes. Factors which lead to these withdrawals include employers leaving the telecommunications sector and opportunities for apprentices to work freelance. However, there has been a significant increase over the last twelve months in the proportion of wireless communication rigger apprentices who stay on programme. Leaders support their apprentices to continue their apprenticeships if they leave or lose their employment, usually being successful in finding alternative placements for them to continue.

Leaders and tutors provide apprentices with suitable information and guidance about careers in the telecommunications industry. All apprentices have a planned career path for after their apprenticeships. Wireless communication rigger apprentices are prepared well to take on additional responsibilities and understand the additional training they could undertake, such as in mobile elevating platforms and street works.

Safeguarding

The arrangements for safeguarding are effective.

Leaders establish a safeguarding culture where apprentices feel welcomed, supported and safe. Leaders implement suitable policies effectively, including for safer recruitment. The designated safeguarding lead, safeguarding officer and staff are well trained and keep their knowledge up to date. Leaders share their culture

with employers and support employers to meet their expectations, including around safeguarding and the 'Prevent' duty.

Leaders and staff have a strong focus on health and safety, the importance of which apprentices thoroughly understand and take seriously. They learn in a safe environment and are trained to challenge anyone, including those in positions of seniority, who is acting unsafely, such as not wearing the correct personal protective equipment.

What does the provider need to do to improve?

- Maintain the support and high expectations of business and management apprentices to attend well and complete their apprenticeships to a high standard.
- Continue focusing on reducing the number of apprentices who leave their programmes early.
- Ensure that apprentices develop a deep understanding of how to stay safe in their lives outside of the workplace.

Provider details

Unique reference number	2654168
Address	Unit 11 Yorkshire Way West Moor Park Armthorpe Doncaster DN3 3FE
Contact number	01302 965050
Website	8point8training.com
Principal, CEO or equivalent	David Ravensdale
Provider type	Independent learning provider
Date of previous inspection	Not previously inspected

Information about this inspection

The inspection team was assisted by the head of training, as nominee. Inspectors took account of the provider's most recent self-assessment 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

Karen Anderson, lead inspector

His Majesty's Inspector

Sharron Mansell

Ofsted Inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

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Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
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