

DRL Services Limited

Report following a monitoring visit to a 'requires improvement' provider

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| Unique reference number: | 2626867 |
| Name of lead inspector: | Michael Worgs, His Majesty's Inspector |
| Inspection dates: | 19 and 20 June 2024 |
| Type of provider: | Independent learning provider |
| Address: | Summit House Horsecroft Road Harlow CM19 5BN |

Monitoring visit: main findings

Context and focus of visit

DRL Services Limited (DRL) was inspected in September 2023. At that time, inspectors judged the overall effectiveness of the provision to require improvement.

The focus of this monitoring visit was to evaluate the progress that leaders and managers have made in resolving the main areas for improvement identified at the previous inspection.

DRL is an independent training provider based in Essex. It started providing apprenticeships in March 2021. At the time of the inspection, there were 38 apprentices. All apprentices are adults. Currently, 26 study the level 3 content creator and 12 study the level 3 teaching assistant apprenticeship standards. There were eight apprentices studying English and mathematics functional skills qualifications.

There are no apprentices in receipt of high-needs funding. The provider does not work with any subcontractors.

Themes

What progress have leaders and managers made to ensure that apprentices remain in learning and complete their apprenticeship within planned timescales?

Reasonable progress

Managers have improved their recruitment and induction processes to ensure that employers and apprentices are clear on the expectations of the apprenticeship. The new apprenticeship manager meets with employers and apprentices to thoroughly discuss the apprentices' job role, qualifications and experience to determine their suitability for the course. As a result, apprentices are recruited with integrity and are clear on the requirements of the apprenticeship. Apprentices are committed to their studies and most are being retained on their courses.

Leaders and managers have recently started to use new systems to monitor apprentices' progress and attendance on their courses. They use this information well to implement appropriate support plans to help apprentices with their studies. This has significantly reduced the number of apprentices that have passed their end dates. Most apprentices are well prepared to complete their final assessments.

What progress have leaders and managers made to assess tutors' teaching skills and provide training for tutors to further develop their teaching skills?

Reasonable progress

Since the previous inspection, leaders have increased their focus on developing tutors' teaching skills. Managers have implemented a new observation process that carefully reviews tutors' teaching approaches and the activities they use to check apprentices' understanding. Managers are now able to provide precise feedback to tutors on their teaching practice. Tutors are now aware of how they can improve the quality of their teaching sessions.

Managers use information from lesson observations effectively to provide targeted training to support tutors to develop effective teaching skills. Tutors have a suitable individualised professional development training plan in place that clearly links to the manager's observation reports. Tutors are set appropriate targets to improve their teaching practice. They undertake peer observations, complete teaching qualifications and complete online courses on teaching and learning pedagogy.

How much progress have leaders and managers made to improve the quality of feedback tutors give to apprentices on their written work?

Reasonable progress

Managers carry out thorough quality assurance checks on the quality of feedback provided to apprentices on their written work. They work closely with tutors to ensure they provide apprentices with constructive developmental feedback on their written work. They set clear expectations on the quality of feedback and how to support apprentices to achieve high grades. Most apprentices benefit from helpful feedback detailing what they have done well and what they need to improve. As a result, most apprentices' written work is at the right standard and improves over time.

How much progress have leaders made to implement effective governance arrangements?

Reasonable progress

Leaders have established effective governance arrangements. Governors have the appropriate experience and skills to support leaders to improve. They have a good understanding of the strengths and areas for improvement within the curriculum.

Following the previous inspection, leaders quickly introduced more frequent and purposeful formal meetings with governors to review the progress that they are making in their action plan. Within these meetings, leaders provide governors with up-to-date key performance information such as retention, progress and

achievement of apprentices. Governors use this information well to support and challenge leaders to further improve the curriculum.

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