

## MONITORING VISIT: MAIN FINDINGS

Name of Provider: Eden Training  
Date of visit: 24 July 2007

### Context

Eden Training is a provider in the NOVA Consortium, Essex and holds a contract with the Essex Learning and Skills Council to provide an apprenticeship programme in health, public services and care. This monitoring visit follows the reinspection in April 2006, at which Train to Gain was graded as good and health, public services and care and all aspects of leadership and management were graded as satisfactory.

### Achievement and standards

Have success rates improved? In particular are learners making good progress in completing their frameworks?	Significant progress
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Eden training has made significant progress in improving success rates since the reinspection. Success rates for framework completions have increased dramatically in the past year from a low base of 25% in 2005-06 to 70% in 2006-07. Advanced apprenticeships have improved framework completions from none in 2004-05 and 2005-06, to 78% in 2006-07. Success rates for apprenticeships have improved from 50% in 2005-06 to 65% in 2006-07.

Since January 2006, Eden training has maintained their focus on raising framework achievements. Key skills training is now better integrated with the delivery of the technical certificate. All assessors have been trained to key skills level 2, in communications and application of number. Learners receive additional support sessions on key skills. Learners continue to develop work-related skills. Eden exposes learners to a wider range of practical skills in lessons, and uses a broader range of work-based evidence to assess their skills.

### Quality of provision

Has the induction process improved?	Reasonable progress
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Eden Training has made reasonable progress in improving the quality of induction which was identified as a weakness at the reinspection. Previously, apprentices were unable to remember information on key skills, technical certificates, equal opportunities and, in some instances, on how they were to be assessed. Since the reinspection Eden Training has restructured induction from a series of dense sessions over three days to three one-day

sessions over three weeks. The induction provides a greater focus on the topics that apprentices need to know to complete their apprenticeship successfully. Induction for advanced apprentices takes place on employers' premises and meets the needs of each individual learner effectively by taking good account of their prior levels of understanding of key skills, technical certificates, NVQs, assessment and equality of opportunity. Assessors reinforce topics that are discussed during induction at meetings to review progress. Since the amended arrangements, learners' recall and understanding of induction has improved. Retention rates have also increased.

Has target-setting which was a strength at the previous inspection been maintained or improved?	Significant progress
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Target-setting which was a strength at the reinspection, has improved significantly. Eden Training has particularly rigorous and effective arrangements for setting targets. Learners are set very clear written targets at the end of each progress review which explain clearly what they need to do to improve and how to achieve their NVQ, key skills units and technical certificate. Assessors are set targets by their managers, which include helping learners progress and achieve qualifications and frameworks. Managers make good use of management information to review these targets with assessors regularly. Managers set targets for the company which are regularly discussed at team meetings. Targets are set with deadlines and issues are promptly resolved by managers and assessors. The targets set by Eden Training are challenging and have contributed significantly to the increase in completed frameworks.

## Leadership & management

Has communication with employers improved?	Reasonable progress
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Eden Training has made reasonable progress in improving its communications with employers since the reinspection. Employers are now regularly involved in learners' progress reviews. Eden takes greater account of the training provided by employers in the workplace in contributing to evidence for the NVQ and key skills. Employers receive a detailed information pack which explains how training will take place and how learners will be assessed. The pack provides guidance to employers on how they can contribute to their learners' training, what Eden Training will do to support the learner and information on key skills, technical certificates and NVQs. Employers are very positive about communications with Eden Training. Employers comment that staff from Eden Training provide good support for learners and effective assistance to their own staff.

Has the analysis and use of data improved since the last reinspection?	Reasonable progress
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Eden Training is making reasonable progress in the use and analysis of data. Managers make better use of data to help set targets for staff in supporting learners' progress. Management information is accessible to staff and they receive sufficiently detailed monthly reports on learners' progress. Managers undertake some analysis of data by different groups including monitoring by gender and ethnicity. However, they do not formally monitor success rates by geographical location, age or by learners who receive additional learning support.

Have quality improvement arrangements which were broadly satisfactory at the previous inspection, been developed to ensure continuous improvements in the quality of provision?	Reasonable progress
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Eden has made reasonable progress in further developing its quality improvement arrangements since the reinspection. Managers have continued to develop the observations of teaching and learning since the reinspection, by, for example, undertaking joint observations with NOVA consortium members. The results of observations have led to staff undertaking teaching qualifications and staff development sessions focusing on teaching skills. The use of feedback from employers and learners is unchanged since the reinspection and remains satisfactory. Eden continues to use satisfaction surveys but plans to increase focus on evaluating the learners' and employers' understanding of the programme.

Regular quality meetings with the consortium partner NOVA, are used to share good practice. For example interview procedures for advanced apprenticeships have been revised as a result of the practice of other NOVA partners.

The self-assessment process remains thorough. Staff are fully engaged throughout the process. The results of employers and learners feedback is used to inform the self-assessment report. Some of the actions in the development plan arising from the self-assessment report are too broad and insufficiently detailed.