

REINSPECTION REPORT

Coventry and Warwickshire Chambers of Commerce Training Reinspection

03 October 2006



ADULT LEARNING
INSPECTORATE

Adult Learning Inspectorate

The Adult Learning Inspectorate (ALI) was established under the provisions of the *Learning and Skills Act 2000* to bring the inspection of all aspects of adult learning and work-based learning within the remit of a single inspectorate. The ALI is responsible for inspecting a wide range of government-funded learning, including:

- work-based learning for all people aged over 16
- provision in further education colleges for people aged 19 and over
- **learndirect** provision
- Adult and Community Learning
- training funded by Jobcentre Plus
- education and training in prisons, at the invitation of Her Majesty's Chief Inspector of Prisons
- adult information, advice and guidance services (**nextstep**).

Inspections are carried out in accordance with the Common Inspection Framework by teams of full-time inspectors and part-time associate inspectors who have knowledge of, and experience in, the work which they inspect. All providers are invited to nominate a senior member of their staff to participate in the inspection as a team member.

Grading

Inspectors use a four-point scale to summarise their judgements about the quality of provision in occupational/curriculum areas and Jobcentre Plus programmes, as well as to summarise their judgements about the quality of learning sessions. The same scale is used to describe the quality of leadership and management, which includes equality of opportunity and quality assurance. The descriptors for the four grades are:

- *grade 1 - outstanding*
- *grade 2 - good*
- *grade 3 - satisfactory*
- *grade 4 - inadequate*

REINSPECTION REPORT

Coventry and Warwickshire Chambers of Commerce Training Reinspection

Contents

Summary

Description of the provider	1
Grades	1
About the reinspection	3
Engineering, technology & manufacturing	4

REINSPECTION REPORT

DESCRIPTION OF THE PROVIDER

1. Coventry and Warwickshire Chambers of Commerce Training Limited (CWT) is based in Coventry and is a subsidiary of Coventry and Warwickshire Chamber of Commerce. It was set up in 1983 to provide suitable training for small and medium-sized businesses in the local area. It was inspected in 2001 and July 2005.
2. CWT offers foundation programmes and work-based learning in engineering, business administration, information and communications technology (ICT), hairdressing, hospitality, retailing and customer service, and early years care and education. Learners work towards apprenticeships, advanced apprenticeships and national vocational qualifications (NVQs).
3. The training is funded through Coventry and Warwickshire Learning and Skills Council. Most learners live and work in Coventry or Warwickshire. Most of the training is provided by CWT's staff, but some of the training in engineering, retailing and accountancy is subcontracted to local colleges.

GRADES

grade 1 = outstanding, grade 2 = good, grade 3 = satisfactory, grade 4 = inadequate

Grades awarded at previous inspection

Leadership and management		2
Contributory grades:		
Equality of opportunity		3
Quality improvement		3

Engineering, technology & manufacturing			4
Contributory areas:	Number of learners	Contributory grade	
Other contributory areas		4	
Apprenticeships for young people	40	4	

Business administration, management & professional			2
Contributory areas:	Number of learners	Contributory grade	
Business administration			
Apprenticeships for young people	92	2	
NVQ training for young people	4	3	
Accounting and economics			
Apprenticeships for young people	50	2	
NVQ training for young people	12	3	

COVENTRY AND WARWICKSHIRE CHAMBERS OF COMMERCE TRAINING REINSPECTION

Information & communications technology 3		
Contributory areas:	Number of learners	Contributory grade
Other contributory areas Apprenticeships for young people	23	3 3

Retailing, customer service & transportation 3		
Contributory areas:	Number of learners	Contributory grade
Customer service Apprenticeships for young people	20	3 3
NVQ training for young people	1	3

Hairdressing & beauty therapy 2		
Contributory areas:	Number of learners	Contributory grade
Hairdressing Apprenticeships for young people	49	2 2
NVQ training for young people	3	2

Health, social care & public services 3		
Contributory areas:	Number of learners	Contributory grade
Early years Apprenticeships for young people	40	3 3
NVQ training for young people	25	3

Grades awarded at reinspection

Engineering, technology & manufacturing 3		
Contributory areas:	Number of learners	Contributory grade
Other contributory areas Apprenticeships for young people	20	3

ABOUT THE REINSPECTION

4. The reinspection was done between March 2006 and October 2006 and covered engineering, technology and manufacturing. It did not cover leadership and management, equality of opportunity, quality improvement, business administration, management and professional, hairdressing and beauty therapy, ICT, retailing, customer service and transportation, and health, social care and public services, because these areas were satisfactory or better at the previous inspection. At the end of the reinspection, provision in engineering, technology and manufacturing was satisfactory. The overall effectiveness of the provision remains satisfactory.

Number of inspectors	2
Number of inspection days	8
Number of learners interviewed	11
Number of staff interviewed	3
Number of employers interviewed	11
Number of subcontractors interviewed	3
Number of locations/sites/learning centres visited	10
Number of visits	3

AREAS OF LEARNING

Engineering, technology & manufacturing

Grade 3

Contributory areas:	Number of learners	Contributory grade
Other contributory areas Apprenticeships for young people	20	3

5. Twenty advanced apprentices are following a range of engineering programmes. Fourteen are training in manufacturing, fabrication and welding, maintenance and technical services, and six are training in electro-technical services. Learners work for small, medium and large engineering companies. They are recruited by CWT or referred by their employers. Learners who are recruited by CWT are matched to suitable employers. North Warwickshire and Hinckley College and Warwickshire College are subcontracted to carry out work towards the technical certificates, off-the-job training and work-based assessment and internal verification for the level 3 NVQ. Learners in mechanical and manufacturing engineering take a level 2 NVQ in performing engineering operations during their off-the-job training. CWT now provides most of the key skills training on one day a week at its training centre or in the workplace. Induction is usually carried out in small groups at CWT and covers health and safety, equality of opportunity and the structure of the apprenticeship. Employers provide a workplace induction and there is another induction at the college. CWT's training officers support learners in the workplace, carry out progress reviews, and manage the subcontracted provision. CWT is no longer recruiting on to engineering programmes. It has only recruited two learners since the previous inspection.

Strengths

- good achievement of practical skills
- good progress reviews
- particularly effective steps to make improvements

Weaknesses

- some poor assessment practice

Achievement and standards

6. Learners achieve good practical skills. They work with skilled technicians and craftsmen and are quickly given responsibility at work. Most learners work with little supervision. They quickly develop the skills to play an important role in their employer's business. Most learners work as full members of staff in their companies, alongside experienced colleagues. For example, one learner is the only maintenance engineer for the whole of the night shift. Learners work at an advanced level and carry out complex tasks such as programming computer numerical controlled machines. Larger companies often plan their own training in different aspects of engineering. A new technique is used effectively to identify learners' skills at initial assessment and progress reviews. Employers use the results to plan their training. Many learners take extra qualifications. Four of the

20 learners are taking a higher national certificate in engineering. Most learners take extra short courses in lift truck work, gantry work, abrasive wheels, slinging work, asbestos awareness and long wheelbase vehicle driving.

7. Poor achievement rates were a weakness at the previous inspection. Success rates have improved and are now satisfactory. Of the 22 learners who have left since the previous inspection, 12 have completed the apprenticeship framework. Learners who are still in training are making good progress. For example, one learner who was well behind schedule in March 2006 had completed his level 2 NVQ by May and done 15 per cent of his level 3 NVQ. Of eight learners due to complete the apprenticeship this year, one has completed it and is waiting for the certificate, two have done over 90 per cent of the level 3 NVQ, and three have done 50 per cent. All are expected to complete the apprenticeship on or soon after their target date.

The quality of provision

8. Progress reviews are thorough. Reports on progress reviews are detailed and all the other paperwork is thorough. Learners get useful feedback. Employers are fully involved in progress reviews. Learners are set achievable targets with realistic timescales. All contact with learners is thoroughly recorded. This provides an instant picture of each learner's progress. Individual learning plans are updated during progress reviews. A computer-based system is used effectively to monitor learners' progress with all aspects of the apprenticeship. When progress reviews cover health and safety and equality of opportunity, they focus on learners' safety and well-being.

9. CWT has been particularly effective in making improvements and has put right many of the weaknesses found at the previous inspection. It now liaises closely with the colleges and carefully monitors their provision. Staff meet regularly and frequently with college tutors to ensure that learners are making progress. CWT has developed strategies to make sure that learners complete their apprenticeships. It now does more to reward success. For example, the most successful learners get financial rewards. Success rates are now satisfactory. Insufficient curriculum planning was a weakness at the previous inspection. Since then, staff at CWT and college tutors have become better at sharing information.

10. Health and safety is now satisfactory. The company has revised its paperwork and introduced staff training in health and safety. Learners have a satisfactory understanding of health and safety in the workplace. The colleges' management and delivery of key skills were weak at the previous inspection. CWT has now taken direct responsibility for most key skills training. Most learners have now achieved their key skills qualifications. Employers and learners now have a better understanding of the requirements of the apprenticeship. But some learners and employers still say they do not have sufficient understanding of off-the-job training. The structure and content of off-the-job training have recently improved but this has not yet had an effect on current learners.

11. Initial assessment is satisfactory. CWT assesses learners' vocational aptitude and ability during an interview. A literacy and numeracy test is used to identify learners who need specialist support. Learners who need it receive suitable support.

12. Internal verification is adequate and meets the awarding body's requirements.

Internal verification plans ensure there is good sampling of learners, units and assessors. Assessors get constructive and supportive feedback.

13. Some assessment practice is still poor. Assessments in mechanical and manufacturing engineering are still weak. Level 3 assessment often starts late in the learner's programme and assessors do not always attend on the agreed dates. There are signs of improvement, but some employers do not feel they can find adequate assessment opportunities for their learners. The colleges have greatly improved their approach to assessment. CWT has used its closer relationships with the colleges to improve assessment. CWT now contacts tutors and learners at the colleges more frequently, particularly when a learner is behind schedule. However, these improvements are not yet benefiting all the current learners.

Leadership and management

14. Leadership and management have improved. There are good resources at CWT and the subcontracted colleges. Staff are well qualified and experienced. They attend a range of training and development events to develop their skills in assessment and verification. Managers support staff at monthly individual meetings and six-monthly reviews of performance. Formal and informal communications are effective in sharing good practice and information about learners. CWT has acted to improve quality and now thoroughly monitors progress against its action plan. Progress reviews are now observed and there is a thorough plan for observing training. Quality processes are well planned and there is good paperwork for recording improvements. An effective computer-based system is used to monitor learners' progress and to support learners who are not making enough progress. Monitoring of health and safety is satisfactory. Staff make effective use of a set of scenarios that have been developed to prompt discussion of health and safety during reviews. Equality of opportunity is satisfactory. It is covered adequately during reviews and assessors make good use of questioning. There are good wall displays promoting diversity at CWT and the colleges. Learners have a satisfactory understanding of equality of opportunity, although some do not understand the issues in any detail. Staff focus on protecting learners at work rather than promoting a wider awareness of equality and diversity.

