

MONITORING VISIT: MAIN FINDINGS

Name of Provider: Training & Recruitment Partnership Ltd

Date of visit: 15 January 2009

Context

Training and Recruitment Partnership Ltd (TRP Ltd) is a private company set up in 1998. The company is located in Morden, Surrey. TRP Ltd is funded by the London South Learning and Skills Council (LSC) to provide advanced apprenticeships and apprenticeships programmes for young people and NVQs for Train to Gain adults in south London and the south east of England. At the time of the previous inspection, it provided training in construction, engineering, business administration and care with a very small numbers of learners in floristry.

This monitoring visit follows the inspection in April 2008 where the overall effectiveness was judged to be satisfactory. Achievement and standards, quality of provision, leadership and management and equality of opportunity were judged to be satisfactory. The provision in business, administration and law was good but the provision in construction was judged to be inadequate.

Achievement and standards

How much progress has TRP Ltd made in improving the success rates of its construction learners?	Reasonable progress
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TRP Ltd has made reasonable progress to improve the overall success rate for construction apprentices and advanced apprentices. Issues affecting the achievements of the national vocational qualifications (NVQ) of the apprenticeship programme have been resolved. A new subcontractor now provides training and assessment for the NVO element of the programme. Data indicates that success rates for apprentices have improved since the last inspection to 79% for 2007/08. Of the four advanced learners, two were successful during the same period.

How much progress has been made in using management information to monitor learners' achievements and success?	Insufficient progress
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Insufficient progress has been made in the use of management information data which was identified at the previous inspection. Although data is collated centrally for funding purposes, there is no standard system being used to monitor learner progress and achievement. Training advisers and subcontractors use their own monitoring systems but these vary in content and effectiveness.

Quality of provision

How much progress has been made to improve assessment practices for construction learners?	Insufficient progress
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Insufficient progress has been made to improve assessment practices. Improvements to subcontracted arrangements for the construction craft and plumbing apprenticeship programmes have been implemented. The issue of delivering certificated employment rights and responsibilities to plumbing learners, which was also identified at the previous inspection, has been resolved. Monitoring records of site visits and assessment of construction craft learners are satisfactory. However, insufficient planning and monitoring of assessment is carried out for plumbing learners. A service level agreement in place with the subcontractor enables TRP Ltd to receive internal and external verification reports. However, these are not requested and monitored by TRP Ltd to alert it of any assessment issues. Since the previous inspection, TRP Ltd has subcontracted a local Skills Centre to provide training for the construction craft apprenticeship and construction craft T2G programmes. This has led to some improvements.

How much progress has been made to improve learners' progress reviews?	Insufficient progress
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TRP Ltd has made insufficient progress to improve the arrangements for learner reviews. Although review records for construction craft have improved, those for plumbing learners still lack sufficiently detailed targets. There are separate assessment action plans in construction learner portfolios, however, they are not always linked to the targets identified in learner reviews. Reviews of previous targets are not clearly recorded on review records.

Leadership and management

How much progress has been made in developing its quality improvement system?	Insufficient progress
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TRP Ltd has made insufficient progress in developing systems to monitor the quality of its provision. Formal agreements are in place with two of the four subcontractors they use for training. They have very recently agreed financial arrangements with one subcontractor and expect a formal agreement to be in place very soon. The organisation is currently decreasing the links it has with one of its subcontractors who have been unable to provide appropriate training for their learners. While staff make regular visits to the subcontractors and the learners, there is no formal process to assess or record the quality of the training that learners are receiving. An overarching quality monitoring plan to formally monitor all aspects of learners' activities is not yet in place. Internal verification adequately records observations of assessment activity, however, there are no formal observations of other activities

such as training, reviews of progress or induction. Checks on the quality of written learner plans and progress review records are not regularly carried out.

How much progress has been made to ensure that procedures for safeguarding learners are fully in place?	Reasonable progress
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TRP Ltd has made reasonable progress in ensuring that the safeguarding of learners is adequately provided. A new safeguarding policy has been developed. It does, however, focus on child protection and no reference is made to the protection of vulnerable adults (POVA). All staff, apart from one new member of staff, have now been vetted. This person is currently undergoing the vetting procedure but does not have direct contact with learners. A senior manager has relevant training in child protection and POVA but not all staff have received recent safeguarding training.

How much progress has been made to ensure the promotion and reinforcement of equality of opportunity?	No discernible progress
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The provider has made no discernible progress in improving the promotion and reinforcement of equality of opportunity to its learners. They have considered ways of introducing themes for discussion during progress reviews and intend to update their website to include equality and diversity issues, however, these ideas for improvement have not been implemented.

Self-assessment and improvement planning

How much progress has been made to ensure the self-assessment process and development plan drives forward improvements?	Insufficient progress
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The latest self-assessment report has recently been developed and is very similar to the previous report. An action plan was initiated after the previous inspection. It is more detailed than the previously used development plan and contains timescales, however, the organisation does not demonstrate sufficient understanding of what it needs to do to develop the areas for improvement found in the previous inspection. For example, the aspects it needs to develop relating to the incomplete quality improvement arrangements. TRP Ltd still has not formally included the views from learners, employers and subcontractors.