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Mrs Gill Eusden
Director
Business Training Enterprise
Unit 53 Ings Park Business Centre
Kingston Road
New Malden
KT3 3RX

Dear Mrs Eusden,

Ofsted survey inspection programme – Moving through the system

Thank you for your hospitality and co-operation, and that of your staff and learners, during my visit on 4 December 2008, to look at work on developing the future economic well-being of learners on your Entry to Employment (E2E) programme. I also looked at how well arrangements are made to support learners as they progress from your programme.

The visit provided valuable information which will contribute to our national evaluation and reporting. Published reports are likely to list the names of the contributing institutions, but individual institutions will not be identified in the main text without their consent.

The evidence used to inform the judgements made included: interviews with staff and managers, interviews with learners, and review of resources and documentation.

Overall, your work in developing the future economic well-being of your E2E learners is good. Most learners develop a good level of self-confidence and strong team-working skills, which is demonstrated by the initiative and involvement they demonstrate in training sessions and other activities. Learners make good progress in their financial literacy, and in their understanding of their career options. Through their work experience and other contact with employers, learners also develop a good appreciation of the skills and attributes necessary for success in the work place.

Features of effective practice:

- Progression is good and there is an improving trend. In 2006/07, 67% of learners progressed into work or further education. In 2007/08, this was 71%, and so far, during 2008/09, the figure is very good at 91%.
- Learners make very good progress in developing their personal and social skills. They have positive attitudes towards learning and enjoy the challenges set for them during their training. They show good motivation to improve their chances of finding work. Behaviour in lessons is good and their ability to work independently, engage in



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discussions, present ideas and demonstrate enterprise skills is also good. They develop effective decision-making skills and learn valuable strategies for group work, conflict resolution and managing emotions.

- All learners have a realistic career plan which is formulated after a thorough initial assessment. This ensures that all learners remain focused on their individual targets. Career plans and learning targets effectively use the information on previous achievement and learning as a starting point.
- Business Training Enterprise (BTE) provides an effective careers advice service for their learners. Staff are well qualified and experienced in their roles and effectively use the good range of information and resources available for learners.
- Staff act as positive role models for learners. This supports the development of valuable personal and social skills. The growth in learners' confidence enables them to focus on achievement and personal targets.
- BTE has strong leadership and management. Partnership working is effective and the company is represented at the local E2E providers' forum. The learner recruitment strategy is very effective. Resources are good and used well by experienced and well-qualified staff. The self-assessment process is effective and the company has accurately identified their strengths and areas for improvement.

Areas for further improvement, which we discussed, include:

- There are too few work placements available for learners.
- Individual targets are weak and are not sufficiently specific and measurable. This was identified at the last inspection and also through the self-assessment process. However, learners are aware of what they have to do and understand the targets they currently have.

I hope these observations are useful as you continue to develop the E2E curriculum and economic well-being in your organisation.

As I explained, a copy of this letter will be sent to your local authority and will be published on the Ofsted website. It will also be available to the team for your next inspection.

Yours sincerely

Dr Dan Grant
Additional Inspector

