

Paignton Sec Info Tech Training Centre Ltd

Inspection report

Unique reference number: 53780

Name of lead inspector: Nic T Brown HMI

Last day of inspection: 12 March 2010

Type of provider: Independent learning provider

Address: Paignton Sec Info Tech Training Centre Ltd
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Information about the provider

1. Paignton Sec Info Tech Training Centre Ltd (Paignton Sec) was formed 43 years ago, is a family run business, and is situated in Paignton town centre. It holds contracts with Devon and Cornwall Learning and Skills Council (LSC) to offer apprenticeships, adult apprenticeships and Train to Gain. Contracts are also held with Careers Service South West Ltd for Activity Agreements and Newleaf, which are European Social Fund (ESF) contracts working with the 16 to 18 group of young people not in education, employment or training (NEET). Approximately 65% of Paignton Sec's business is publicly funded, and it holds commercial contracts to deliver training to Torbay Council, Teignbridge Council and East Devon Council.
2. Paignton Sec employs 16 staff, including a principal and another director, nine assessors including a literacy and numeracy specialist, and one who works with employers to improve communication links, monitoring quality with employers and learners. Training is offered mostly in information and communication technology (ICT) and business administration across the whole of South Devon. Since the last inspection, Paignton Sec has ceased to subcontract some of its work and has recently increased the number of ICT learners.

Type of provision	Number of enrolled learners in 2008/09
Employer provision:	
Train to Gain	85 learners
Apprenticeships	70 apprentices

Summary report

Grades: 1 is outstanding; 2 is good; 3 is satisfactory; 4 is inadequate

Overall effectiveness of provision	Grade 2
Capacity to improve	Grade 2
	Grade
Outcomes for learners	2
Quality of provision	2
Leadership and management	2
Safeguarding	3
Equality and diversity	3
Subject areas	Grade
Information and communication technology	3
Business, administration and law	2

Overall effectiveness

3. The overall effectiveness of Paignton Sec provision is good, as is its capacity to improve. Grades awarded this time are higher than at the last inspection. The proportion of apprentices and advanced apprentices in business administration achieving their qualifications is outstanding. In ICT, results were low last year and it has taken learners too long to complete their programmes. Paignton Sec recently implemented a good range of strategies to improve the success rates of ICT learners and the speed at which they achieve. Current learners' results in ICT are now also above the national average. Learners are very motivated and make good progress at work. They carry out complicated tasks, such as making web designs for their company. Many are given more responsibility or are promoted when they gain qualifications.
4. The quality of learning and assessment is good. Almost all learning is done at work, with some through the new online learning environment. Assessors are very flexible at meeting learners regularly and fit in with work and shift patterns. Learners are assessed using a good variety of assessment methods and receive good feedback from their assessors about what they need to do before the next visit. However, employers are not sufficiently involved in planning their assessment.

5. The management of training is particularly effective, with a focus on learner success across all programmes. Learner progress is tracked and effective action is taken to support learners who are identified as being at risk of not completing their programme. Quality improvement is good and internal verification is thorough. Arrangements to safeguard learners are satisfactory. Learners confirm that they feel safe and are protected from abuse. The promotion of equality and diversity is satisfactory, although the understanding of broader equality and diversity issues is not reinforced sufficiently by assessors during reviews.

Main findings

- Success rates are outstanding for learners in business administration. The success rate for ICT learners is satisfactory, but in 2008/09 was below the national average. Paignton Sec has replaced an assessor in this area, and has successfully introduced e-portfolios. Trends for 2009/10 are improving and success rates have now risen to above the national average.
- Learners develop very good skills, including employability and personal skills. They demonstrate increased motivation and share skills and knowledge with colleagues. Some learners have progressed onto other programmes and have undertaken additional responsibilities or gained promotion at work. Employers benefit and use learners' skills to improve their efficiency and quality.
- Learners use safe working practices and Paignton Sec has good arrangements for monitoring health and safety. Learners feel very safe and well protected, particularly in ICT, where safety on the internet has a high priority.
- Training and assessment are good. Arrangements for assessment are particularly flexible and assessors are skilled at meeting the individual needs of learners, using a wide range of evidence, much captured with modern technology. However, employers are insufficiently involved in the assessment planning and review process.
- Programmes meet the needs of employers and learners well and Paignton Sec attends employers' premises out of hours and offers distance learning opportunities. Partnership working is good with a wide range of long-established links to diverse industries across South Devon. Learners benefit from particularly high-quality workplaces which enable them to progress through the National Vocational Qualification (NVQ).
- Learners receive effective guidance and support. Assessors provide timely information and guidance. Assessors have good links with external agencies for specialist help and signpost learners to them when appropriate.
- Assessors set suitable short-term targets so that learners are clear about what tasks they should complete before the next visit, and what will be assessed next. However, Paignton Sec does not use data to track learners' progress through their NVQs, and managers have inadequate knowledge of how well a learner is progressing through their qualification until near programme completion.

- The management of training is good and well organised and learner success is emphasised at all levels. The directors set the strategy informed by the good links with partners and employers. The culture is open, supportive and staff feel able to raise issues freely. A good caseload system enables staff to identify learners nearing completion and those at risk.
- Quality improvement is good. Internal verification is thorough, with very good verifier reports to improve assessment. Standardisation meetings, monthly staff meetings and a good system for observation of learning all generate improvement initiatives. However, there is an over reliance on informal methods to coordinate these, and the minutes of staff meetings are circulated late and lack detail.
- Partnership working is particularly good and the principal is a member of a broad range of organisations throughout the South West. Paignton Sec identifies good learning opportunities for clients from Connexions. Paignton Sec has a long-established reputation throughout the area and a high profile in the community. Many learners and employers approach Paignton Sec directly.
- The promotion of equality of opportunity is satisfactory. Paignton Sec has suitable policies and procedures which cover all current legislation. Paignton Sec collects and analyses data about participation and success and reviews this monthly. In all programmes assessors check learners' knowledge of equality of opportunity during assessments, but there is insufficient questioning to extend the learners' understanding.
- Paignton Sec's self-assessment is evaluative, accurate and effective as a quality improvement tool. All staff have a particularly good understanding of the company's strengths and what needs to be done to improve further. Staff feel empowered and actively contribute to the self-assessment process. However, employers and learners have not been consulted or involved in the self-assessment.

What does Paignton Sec need to do to improve further?

- Continue to monitor the impact of new strategies to ensure that ICT learners maintain the recent better overall success rates.
- Implement an effective strategy to develop the tracking of learners throughout the NVQ and improve timely success rates.
- Develop a structured system to ensure quality improvement initiatives are collated and monitored through the self-assessment and action planning process.
- Further develop learners' understanding of equality and diversity so learners can better apply them in the workplace.
- Ensure that employers are more fully and formally informed about their learners' progress.
- Involve learners and employers in the self-assessment process.

Summary of the views of users as confirmed by inspectors

What learners like:

- the supportive, knowledgeable, friendly staff who treat learners as equals
- the convenience of doing a qualification at work with a company that is near to the learners' workplace
- the assessors who help build learners' self-confidence by helping them to understand how the NVQ relates to their job
- the assessors' very good communications skills and the clear feedback that gives learners confidence
- being given the answers to questions quickly and the flexibility to change appointments with assessors
- the opportunities provided to achieve additional qualifications at a time to suit them.

What learners would like to see improved:

- the opportunity to give more feedback to Paignton Sec on its services
- the level of involvement by the line managers in the programme and reviews of their progress
- being able to attend additional learning programmes at evening sessions if working full time
- the level of challenge to help learners progress quickly.

Summary of the views of employers as confirmed by inspectors

What employers like:

- the increased self-confidence of learners
- the additional learning opportunities offered
- the positive impact on the employees of recognising their role and what they do well
- the qualification being job related and not taking staff away from the workplace
- the good progress of employees in business administration
- the positive impact of learning on the business as the learners increase their understanding and skill level.

What employers would like to see improved:

- the provision of open evenings for employers' and learners' line managers at Paignton Sec to show them what programmes they offer and the facilities they have
- the number of opportunities to give feedback to Paignton Sec on services

- the level of involvement of employer line managers in the assessment and reviews of their staff
- the number of regular meetings with a representative of Paignton Sec for the company to get an update of where all the learners are and their progress.

Main inspection report

Capacity to make and sustain improvement

Grade 2

6. Paignton Sec has a good capacity to improve and has made good progress in improving the quality of its provision since the previous inspection. Paignton Sec is astute at pursuing opportunities to sustain learner numbers and the subjects it delivers. This is informed by good partnership working, and funding opportunities. The organisation has successfully focused on improvements in equality of opportunity, leadership and management, and has steadily raised learner outcomes.
7. The clear, concise and mostly accurate self-assessment report is central to quality improvement. All staff contribute to, and moderate, the report at a specific training day. Staff understand the process and recognise their contribution. However, learners' and employers' views are insufficiently considered. Last year, Paignton Sec recognised the low success rates in ICT and has implemented a good range of improvements. Success rates have risen substantially. At the previous inspection equality of opportunity was inadequate; it is now satisfactory. Staff understanding has improved and the number of under-represented groups of learners improved. However, there is an over reliance on an informal quality system within this small provider.

Outcomes for learners

Grade 2

8. Outcomes for learners are good. Overall success rates for business administration apprenticeships are outstanding. The success rate for apprenticeships has improved from 78% in 2005/06 to 94% in 2008/09. Overall success rates in Train to Gain are satisfactory across all programmes. Previously in ICT success rates were low, but after improvements, rates have risen significantly. They are now five percentage points above the national average. There are no significant variations in outcomes for different groups.
9. The progress and standard of learners' work are satisfactory. Learners demonstrate increased self-confidence as well as knowledge of what they do well, and their job role. Learners' evidence relates clearly to the standards required. Portfolios are well organised and in business administration they show clear progression through the programme. However, in ICT some learners are insufficiently challenged and their progress is slow.
10. Learners develop high levels of employability skills including communication and numeracy. Learners have increased competence and this has enabled them to

improve their working practices. They are enthusiastic about their learning. Some learners have progressed onto higher level programmes and have undertaken additional responsibilities or gained promotion at work.

11. Learners use safe working practices and are mindful of safety on the internet. Paignton Sec ensures that learners are aware of health and safety in the workplace. However, assessors insufficiently develop learners' understanding of safeguarding at reviews.

The quality of provision

Grade 2

12. Training and assessment practice are good. Assessors are knowledgeable, supportive and flexible. They provide clear feedback that is motivating and use a range of assessment techniques using technology. Assessors are very motivated and enthusiastic, plan assessments well and make good use of short-term target setting. Internal verification arrangements are effective and meet awarding body requirements. Assessors make effective use of local venues and provide laptops and internet access where learning can take place, for example in cafes as well as on providers' premises.
13. The arrangements for the initial assessment and support for learners' literacy, numeracy and language are good. All learners receive a basic literacy and numeracy assessment which, together with discussion with their assessor, identifies gaps in their knowledge or indicates what level of key skill would be appropriate for them. Learners receive good informal help from their assessor as well as being referred to a specialist in-house tutor.
14. In business administration the tracking of learners is good. In ICT the coordinator uses a satisfactory online tracking system to check learners' progress through their NVQ. However, managers do not track timely individual learner progress. They have inadequate knowledge of how well a learner is progressing through their qualification until near the end of their programme.
15. Paignton Sec responds well to meet employers' and learners' needs. Assessors discuss and guide learners to select programmes that relate well to their job roles. They are flexible about meeting learners at a time and place to suit their needs as well as shift patterns. They encourage learners to undertake additional work-related qualifications. For example, one employer now uses its apprentice to update its website instead of employing an external web designer company. However, employers are insufficiently involved in the assessment planning and review process.
16. Paignton Sec has good partnership working with a range of local organisations such as local authorities, employers, health authorities as well as providers. Staff are aware of local support agencies to which they signpost learners who require help or guidance.
17. Support for learners is good and arrangements for providing advice and guidance are satisfactory. Learners receive timely information, guidance and

support from assessors. Assessors know their learners very well, are very flexible, and respond quickly to resolve learners' issues.

Leadership and management

Grade 2

18. Leadership and management are good. The management of training is particularly well organised and learner success is emphasised at all levels. The directors set the strategy informed by the good links with partners and employers. The culture is open, supportive and staff feel able to raise issues freely. There is good communication among the small team and team members are well informed about all aspects of the company and feel able to challenge each other. The management of learning is based on a good caseload system which enables staff to identify the progress of learners nearing completion and those at risk. The annual appraisal and training overall for staff are good.
19. Safeguarding at Paignton Sec is satisfactory. Appropriate checks are in place for all staff. Paignton Sec has a satisfactory up-to-date policy for safeguarding and staff have all received effective training which is updated three times a year at the regular staff training days. This has yet to be externally accredited. A staff member has overall responsibility for safeguarding and all staff refer any issues to her. Staff use reviews to check learners' safety and well-being. Three members of staff have a health and safety qualification and conduct regular checks in the workplace. However, assessors do not regularly check learners' understanding of safeguarding issues in reviews.
20. The promotion of equality of opportunity is satisfactory. Paignton Sec has suitable policies and procedures which cover all current legislation. Staff have a satisfactory understanding and receive regular updates during their monthly staff meetings and training days. Learners receive a satisfactory induction and their knowledge and understanding are developed effectively during their training. In all programmes, assessors check learners' knowledge during assessments, but there is insufficient questioning to extend the learners' understanding.
21. Paignton Sec collects and analyses data about participation and success and reviews this monthly. The organisation has been effective in encouraging more men to apply for business administration courses, and are aware that non-White British learners succeed slightly better than others. Through links with partners and employers, Paignton Sec strives to ensure that all employees have an opportunity to achieve qualifications and to access training, even where they may not be eligible for government funding. It is also very effective at encouraging young people who have limited prospects into learning and helping their employability.
22. Partnership working is particularly good and the principal is a member of a broad range of organisations throughout the South West. She is chair of the Torbay and South Devon Workforce Development Group. The good links with Connexions enables Paignton Sec to identify learning opportunities for clients. Paignton Sec has a long-established history of providing training throughout the

area and a high profile in the community. Many learners and employers approach Paignton Sec directly because of the company's reputation.

23. Quality improvement is good. Internal verification is thorough, with very good verifier reports to improve and share assessment practice. Standardisation meetings, monthly staff meetings and a good system for observation of learning all generate improvement initiatives. Peer observation is also effective at improving and sharing practice. Much quality improvement is by informal means. However, there is an over reliance on informal methods to coordinate quality improvement, and the minutes of staff meetings are produced late and lack detail. Paignton Sec has introduced good strategies to improve success and timely achievement rates for ICT learners. Learners can access their training at any time using e-portfolios. A new online course delivery system is being introduced to learners so that they can access learning materials remotely. Success rates in ICT have risen significantly.
24. Paignton Sec's self-assessment is evaluative, accurate and effective as a quality improvement tool. All staff have a particularly good understanding of the company's strengths and what needs to be done to improve further. However, employers and learners have not been consulted or involved in the self-assessment.
25. Paignton Sec provides good value for money. Outcomes for learners are good and improving. Paignton Sec manages its resources very effectively and financial management and planning are good. Staff are enthusiastic, committed and well supported. Sustainability and recycling are strongly encouraged.

Subject areas

Information and communication technology

Grade 3

Context

26. Currently there are 78 learners on information and communication technology programmes. Of these, 34 are apprentices and six are advanced apprentices. The remaining learners are on Train to Gain programmes. There are 71 learners working towards a level 2 qualification, the remainder are working towards level 3. All learners are employed in a range of small, medium and large organisations in the Torbay area.

Key findings

- The success rate for ICT learners is satisfactory, but below the national average. Previously rates were low. Paignton Sec has replaced an assessor in this area, and successfully introduced e-portfolios and other initiatives. Trends for 2009/10 have improved significantly and are already above the national average.
- Learners develop high levels of employability skills including communication and numeracy. Learners have good workplace competence and have improved their working practices. However, challenge for some learners is insufficient and their progress is too slow.
- Learners use safe working practices and are mindful of safety on the internet. Paignton Sec ensures that learners are aware of health and safety in the workplace. However, assessors do not check learners' understanding of safeguarding at reviews.
- Assessment is good. Assessors use a wide range of effective coaching and teaching techniques well. Assessors document learners' work using e-portfolios. However, many employers are not involved in the planning of assessment.
- Learners benefit from the highly flexible learning opportunities. Assessors make effective use of local venues and provide laptops and internet access where learning can take place, for example in cafes as well as on providers' premises.
- Learners receive independent, thorough reviews which are carried out at employers' premises. However, employers are insufficiently involved in the review process.
- Paignton Sec meets employers' needs well through a wide range of courses and programmes that enhance their business. For example, one employer now uses its apprentice to update its website instead of employing an external web designer company.
- Learners receive effective guidance and support. Assessors provide timely information and guidance. Assessors have good links with external agencies and signpost learners to them when appropriate.

- Paignton Sec has introduced effective strategies to improve overall and timely success rates. They have introduced e-portfolios so that learners can access their training at any time. The introduction of a new online learning system enables learners to effectively access learning materials remotely.
- Paignton Sec uses a satisfactory online tracking system to check learners' progress through their NVQ overall. However, the progress is not tracked for timeliness or by unit. Managers have inadequate knowledge of how well a learner is progressing through their qualification until the learner is nearing the end of their programme.
- Staff involvement in the self-assessment process is good. Communication is good and open and provides staff with a range of opportunities to be involved in the running of the company.
- Equality of opportunity is satisfactory. Assessors inform learners of their rights and responsibilities at the start of their programme and they are asked a general question at review. However, assessors do not probe learners' understanding sufficiently in some cases.

What does Paignton Sec need to do to improve further?

- Implement an effective strategy to develop the tracking of learners throughout the NVQ and improve timely success rates.
- Further develop the new online learning system to enable learners to have access to a greater range of learning materials.
- Ensure that employers are more fully and formally informed about their learners' progress.
- Involve employers more in discussions about their learners' progress.

Business administration

Grade 2

Context

27. Currently there are 49 learners on the programmes. Of these, 25 are on Train to Gain, 11 are on apprenticeships and 13 on advanced apprenticeships. In Train to Gain, eight of the learners are working towards NVQs at levels 2 and 3 in business administration, six are working towards NVQs at levels 2 and 3 in customer services, seven are working towards NVQ in Management at level 3, and four are working towards NVQ in Team Leading at level 2. All learners are employed and most training and all assessment is carried out in the workplace.

Key findings

- Overall success rates for apprenticeships are outstanding. The success rate for apprenticeships has improved from 78% in 2005/06 to 94% in 2008/09. The success rates for Train to Gain are satisfactory and improving. During the first three months of 2009/10 all learners achieved their NVQs and 60% of these were achieved within the planned timescales.
- The progress and standard of learners' work are satisfactory. Learners demonstrate increased self-confidence as well as knowledge of what they do well and their job role. Portfolio evidence produced by the learners is related clearly to the standards to be achieved. Portfolios are well organised and show clear progression through the programme.
- Learners achieve good work-related skills and knowledge. They develop increased knowledge of how their NVQ relates to their job role. They demonstrate increased motivation and share skills and knowledge with colleagues. Some learners have progressed onto other programmes and undertaken additional responsibilities or gained promotion at work.
- Assessment practice is good. Assessors are knowledgeable, supportive and flexible. They provide clear, motivating feedback and use a range of assessment techniques, including ICT, to record question and answer sessions as well as discussions. Assessors are very motivated and enthusiastic, plan assessments well and make good use of short-term target setting. Internal verification arrangements are effective and meet awarding body requirements.
- The arrangements for the initial assessment and support for learners' literacy, numeracy and language are good. All learners receive a basic literacy and numeracy assessment which, together with discussion with their assessor, identifies gaps in their knowledge or indicates what level of key skill would be appropriate for them. Learners receive good informal help from their assessor as well as being referred to a specialist in-house tutor.
- Paignton Sec responds well to meet employers' and learners' needs. Assessors discuss and guide learners to select programmes that relate well to their job roles. They are flexible about meeting learners at a time and place to suit their needs as well as shift patterns. They encourage learners to undertake additional

work-related ICT qualifications. However, employers are insufficiently involved in the assessment planning and review process.

- Paignton Sec has good partnership working with a range of local organisations such as local authorities, employers, health authorities as well as providers. The senior managers have good links which enable them to influence local skills and workforce development strategies. Staff have awareness of local support agencies to which they signpost learners who require help or guidance.
- Arrangements for providing advice and guidance are satisfactory. Assessors are supportive and have good rapport with learners. Learners feel comfortable about discussing and seeking advice or support from advisers on personal as well as work-related issues.
- Arrangements for staff development are satisfactory. Assessors are suitably qualified and experienced and have regular opportunities to network as well as to undertake continuing professional development.
- Resources for staff to support learning are satisfactory. Assessors have access to laptops, dictaphones, digital cameras, mobile phones and the internet. Case loads are satisfactory and range from 30 to 50 per assessor. Assessors direct learners to appropriate websites or issue learning packs and practice questions for key skills and technical certificates.
- Arrangements for safeguarding, health and safety and equal opportunity are satisfactory. Assessors inform learners of these during induction and embed these topics in the learners' programmes so that learners understand their relevance. However, questions asked during reviews are insufficiently challenging to broaden learners' knowledge and understanding in terms of their rights and responsibilities.
- The self-assessment report is evaluative and accurate. Staff feel empowered and have contributed actively to the self-assessment process. However, employers and learners have not been consulted or involved in the self-assessment.

What does Paignton Sec need to do to improve further?

- Improve the involvement of employers in the assessment planning and review processes.
- Further involve learners and employers in the self-assessment process.
- Better use opportunities to extend learners' understanding and knowledge of safeguarding, health and safety and equal opportunities.

Information about the inspection

28. One of Her Majesty's Inspectors (HMI) and two additional inspectors, assisted by the provider's principal, as nominee, carried out the inspection. Inspectors also took account of the provider's most recent self-assessment report and development plans, comments from the local Learning and Skills Council (LSC) or other funding bodies, the previous inspection report, reports from the inspectorate's quality monitoring inspection, and data on learners and their achievement over the period since the previous inspection.
29. Inspectors used group and individual interviews. They looked at questionnaires learners and employers had recently completed on behalf of the provider. They also observed learning sessions, assessments and progress reviews. Inspectors collected evidence from programmes in each of the subject areas the provider offers.

Record of Main Findings (RMF)

Paignton Sec Info Tech Training Centre Ltd

Learning types: 14 – 16: Young apprenticeships; Diplomas; 16-18 Learner responsive: FE full- and part-time courses, Foundation learning tier, including Entry to Employment; 19+ responsive: FE full- and part-time courses; Employer responsive: Train to Gain, apprenticeships

Grades using the 4 point scale 1: Outstanding; 2: Good; 3: Satisfactory; 4: Inadequate	Overall	14-16	16-18 Learner responsive	19+ Learner responsive	Employer responsive
Approximate number of enrolled learners	127				127
Full-time learners					
Overall effectiveness	2				
Capacity to improve	2				
Outcomes for learners	2				2
How well do learners achieve and enjoy their learning?	2				
How well do learners attain their learning goals?	2				
How well do learners progress?	3				
How well do learners improve their economic and social well-being through learning and development?	2				
How safe do learners feel?	3				
Are learners able to make informed choices about their own health and well being?*	-				
How well do learners make a positive contribution to the community?*	-				
Quality of provision	2				2
How effectively do teaching, training and assessment support learning and development?	2				
How effectively does the provision meet the needs and interests of users?	2				
How well partnerships with schools, employers, community groups and others lead to benefits for learners?	2				
How effective are the care, guidance and support learners receive in helping them to achieve?	3				
Leadership and management	2				2
How effectively do leaders and managers raise expectations and promote ambition throughout the organisation?	2				
How effectively do governors and supervisory bodies provide leadership, direction and challenge?*	-				
How effectively does the provider promote the safeguarding of learners?	3				
How effectively does the provider actively promote equality and diversity, tackle discrimination and narrow the achievement gap?	3				
How effectively does the provider engage with users to support and promote improvement?	2				
How effectively does self-assessment improve the quality of the provision and outcomes for learners?	2				
How efficiently and effectively does the provider use its available resources to secure value for money?	2				

*where applicable to the type of provision

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