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Miss S Lucas
Executive Director
Coventry & Warwickshire Chambers of
Commerce Training Ltd
123 St Nicholas Street
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Dear Miss Lucas

Ofsted 2009-10 good practice survey programme: the role of employers in work-related education and training

Thank you for your hospitality and cooperation during my visit on 28 January 2010. I am particularly grateful to you and all your staff for the hard work involved in preparing for the visit and for giving up time during the visit to meet me. Please pass on my thanks to all those concerned.

The visit provided valuable information that will contribute to our national survey of good practice in the role that employers play in work-related education and training. Published reports are likely to list the names of contributing organisations but individual contributors will not be identified in the main text.

The evidence used to inform the judgements included interviews with two staff and four employers, and scrutiny of the examples of good practice provided. A range of documents, case studies and data were also reviewed.

I agreed to provide a summary of the good practice seen and to identify some areas for development and outline the main findings below.

The main strengths:

- CWT has clear and well-established progression routes for learners. Employers and learners understand these routes well and the job roles that they lead to. Learners make good use of these opportunities and a high proportion progress to higher level qualifications and responsible positions with their employers. Employers cite the good progression opportunities as a significant factor in their involvement with CWT.
- CWT offers a comprehensive range of programmes from courses for young people below the age of 16 to foundation degrees. Learners and employers have good access to a range of relevant additional courses.

Employers make good use of the wide range of courses available for their staff, including those for managers and directors.

- Employers provide good support for learners. They take an active interest in learners' development and progress, contributing well to progress reviews. Employers provide good opportunities for learners to develop their skills and knowledge and to fulfil their potential. Work and training are linked effectively to learners' interest and aspirations.
- Partnerships with employers are good. Many employers have long-standing working relationships with CWT, which they value. Communication with employers is excellent. Account managers regularly visit employers and provide good information and effective support as well as listen to any concerns they might have. Focus groups and regular newsletters also help to ensure that employers are well informed. Employers support the work of CWT well, particularly in providing support for school visits and interview practice for potential learners.
- Learners are matched particularly well to employment opportunities. CWT takes great care to understand employers' requirements and learners' aspirations, and uses this information effectively to match learners to employers. Throughout the recruitment process, CWT provides good support to both learners and employers.

No areas for further development were identified during this visit.

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

Yours sincerely

Phil Romain
Her Majesty's Inspector