

# The Inspection Process

## Information for Managers and the Management Committees

### INSPECTIONS OF SUPPLIER ORGANISATIONS

#### WHY IS THE SUPPLIER ORGANISATION BEING INSPECTED?

All supplier organisations are inspected regularly by the Education and Training Inspectorate. The purpose of inspection visits is to ensure the highest possible standards of training and learning throughout the supplier organisations in Northern Ireland. Inspections inform all those who need to know, such as Management Committees, the trainees, parents, employers, the general public, the Department for Employment and Learning (the Department), and the Northern Ireland Assembly, how good the supplier organisations in Northern Ireland are and what needs to be changed so that they can improve.

#### WHO INSPECTS?

Supplier organisations are inspected by Inspectors working on behalf of the Department. They have experience and qualifications in education and training and many have worked in business and industry. The inspection team may also have Associate Assessors drawn from the wider education and training sectors. The team is led by the Reporting Inspector (RI) who is in charge of the inspection and responsible for the report of the findings.

#### WHAT HAPPENS DURING AN INSPECTION?

During the inspection, the Inspectors

- > observe how the training is carried out and talk to the training staff and management;
- > talk to the trainees;
- > visit and observe trainees in the workplace;
- > scrutinise trainees' personal training plans;
- > talk to employers;
- > examine portfolios of trainees' work; and
- > scrutinise a range of documentation provided by the supplier organisation.

They assess:

- > the effectiveness of the leadership and management in raising achievement and supporting trainees;
- > the effectiveness of the teaching, training and learning and assessment;
- > how well the learning experiences, programmes and activities meet the needs of the trainees and the wider community;
- > how well trainees are cared for, guided and supported; and
- > how well trainees develop and achieve.

An Inspector will want to talk informally to some groups of trainees, without a member of staff being present about:

- > trainees' reasons for choosing a particular occupation;
- > how trainees were introduced and inducted to the supplier organisation;
- > the help available in the supplier organisation if trainees have any personal difficulties;
- > careers guidance;
- > access to learning resources;
- > the complaints and grievance procedures;
- > trainees' experiences in the supplier organisation, for example;
- > timetabling, accommodation, facilities and disciplinary issues; and
- > supplier organisation policies on matters such as safeguarding, inclusion and diversity.

Further details about the inspection activities and the processes involved are outlined in the inspection framework for further education and work-based learning 'Improving Quality: Raising Standards', which can be accessed on our website [www.etini.gov.uk](http://www.etini.gov.uk).

#### WHAT HAPPENS AFTER AN INSPECTION?

At the end of the inspection, the RI and members of the inspection team will provide detailed oral feedback to the supplier organisation's senior management and representative(s) from the Management Committee and the Department. They will also provide the organisation with a short written summary of the main findings. At this meeting the Inspectors will outline the overall effectiveness outcome and performance levels allocated to the areas inspected, clarify any aspects of the findings, and note any issues raised by staff, managers and the Management Committee.

Following the report back, the supplier organisation should begin work on any area(s) for improvement identified. If the overall effectiveness of the supplier organisation is evaluated as needs to address (an) important area(s) for improvement or below; or an area of learning has important area(s) for improvement or below, then the Education and Training Inspectorate will undertake follow-up inspection activities within a 12 or 18 month period. The full detail of the post-inspection process is outlined in the Education and Training Inspectorate publication 'What Happens After an Inspection: Further education, Work-based Learning and Employment Programmes', which can also be accessed on our website [www.etini.gov.uk](http://www.etini.gov.uk).

The Education and Training Inspectorate will publish a written report on the supplier organisation, which can be accessed, around two months after the inspection, at [www.etini.gov.uk](http://www.etini.gov.uk). We use the following overall effectiveness outcomes in reports:

Overall effectiveness outcome
High level of capacity for sustained improvement
Capacity to identify and bring about improvement
Needs to address (an) important area(s) for improvement
Needs to address urgently the significant areas for improvement

#### HOW CAN I BE INVOLVED IN THE INSPECTION PROCESS?

Use the inspection process to give your views on how well the supplier organisation is doing by:

- > discussing any views you have about the supplier organisation with an Inspector if they visit you;
- > e-mailing the RI prior to or during the inspection at [inspectionsservices@deni.gov.uk](mailto:inspectionsservices@deni.gov.uk);
- > contacting Inspection Services Branch prior to, or during the inspection (by e-mail to: [inspectionsservices@deni.gov.uk](mailto:inspectionsservices@deni.gov.uk) or telephone to: 02891279726) to arrange a discussion with the RI or a member of the Inspection team.

#### FURTHER INFORMATION

The Managing Inspector for Work-based Learning, The Reporting Inspector or Inspection Services Branch may be contacted:

**By e-mail:** [inspectionsservices@deni.gov.uk](mailto:inspectionsservices@deni.gov.uk)

**By telephone:** 028 9127 9726

**In writing:** The Department of Education,  
Rathgael House, 43 Balloo Road, BANGOR, Co Down BT19 7PR.