

## What Happens After an Inspection?

### Further Education, Work-based Learning and European Social Fund Programmes

Published: January 2017

---

ETI: Promoting Improvement in the Interest of all Learners



Providing inspection services for:

Department of Education  
Department for the Economy  
and other commissioning Departments



## INTRODUCTION

The purpose of inspection is to promote the highest possible standards of teaching, training, learning and achievement throughout the education, training and youth sectors. This aim is reflected in the Education and Training Inspectorate's (ETI) mission statement, which is:

*'promoting improvement in the interests of all learners'*

For the organisations inspected this document outlines briefly:

- the processes employed after an inspection;
- what is expected of all those concerned; and
- the responsibilities of the organisation's leadership, including the board of governors/management committee, of the organisations inspected.

Discussions with the reporting inspector (RI) will add to the information provided in this leaflet.

## DURING THE INSPECTION

The organisation being inspected will be invited to nominate a representative to attend meetings, including the moderation meeting where the inspection evidence is discussed and provisional evaluations decided. This representative will therefore have a sound grasp of all of the evidence against which evaluations have been made and will have the opportunity to seek additional clarification on the key areas for improvement (AFIs), if any have been identified.

## IMMEDIATELY AFTER THE INSPECTION

### Report Back

Throughout the inspection, inspectors will provide ongoing informal feedback to staff from the individual professional and technical areas inspected.

At the end of the inspection a meeting will be arranged, at which the RI will report back orally the provisional findings of the inspection team to representatives of the organisation. The RI will agree arrangements with the director/manager about the attendees and the timing of the meeting. This meeting will also be attended by officials from the Department for Employment and Learning (Department). It should be noted that the findings reported back are provisional at this stage as all inspection outcomes are subject to a quality assurance process.

### What is reported?

During this oral report back, the RI will present the main findings of the inspection. The strengths of the organisation will be highlighted and, where appropriate, the AFIs will be identified and clarified. It is essential that this report back meeting enables the staff to have a good grasp of the issues identified and of the action that will be necessary to effect improvement. To this end, the participants should feel free to ask questions and engage in discussion with the RI and his/her inspection colleagues in attendance.

At this oral report back, the provisional overall effectiveness outcome to be used in the full written report will be given to the organisation and, where appropriate, the summary evaluations for each of the professional and technical areas inspected will also be provided. The standard overall effectiveness outcomes are available from the ETI website [www.etini.gov.uk](http://www.etini.gov.uk).

The wording of the overall effectiveness outcome will indicate clearly to the organisation:

- the capacity of the organisation for sustained improvement;
- the level of follow-up activity; and
- the urgency of action for improvement.

Following this oral report back, the organisation should begin work on any AFIs identified.

On completion of the quality assurance process, which is part of the inspection process from the outset until the publication of the report, it may be deemed necessary to amend a performance level within the report which may impact on the overall effectiveness evaluation. The RI will communicate any such change to the director/manager as soon as possible.

## IN THE SHORT TERM

### Pre-Publication

The organisation and the Department will receive a pre-publication draft of the report to check for factual accuracy. The purpose of the factual accuracy check is to ensure that all factual information in the final published report is accurate. It is not a process by which the ETI seeks comment on the evaluations or findings within the report. At this stage of the process, the organisation will already have been provided with comprehensive feedback by the inspection team on the evaluations and findings and had the opportunity to discuss and challenge them either at the end of the inspection or through the participation of the representative who attended meetings with the ETI throughout the inspection process.

The RI will consider any factual errors identified, and if necessary, discuss these with the organisation, making any required adjustments to the report prior to publication and arrange for the report to be published; there will be no additional factual accuracy checks. This should normally take no more 30 working days from the date of the oral report back.

### Publication of the Report

The report will be published and made available on the ETI website ([www.etini.gov.uk](http://www.etini.gov.uk)).

### Safeguarding

If safeguarding arrangements are evaluated as 'unsatisfactory', the ETI will return to the organisation within six working weeks to monitor and report on progress in addressing the safeguarding issues which have been identified.

## Response to the Report

OUTCOMES FOR OVERALL EFFECTIVENESS USED IN THE REPORT	RESPONSE AND FOLLOW-UP ACTIVITY
<p>The organisation has a high level of capacity for sustained improvement in the interest of all the learners. The ETI will monitor how the organisation sustains improvement.</p>	<p>The organisation provides Inspection Services Branch (ISB) with written acknowledgement of receipt of the report, stating that the report has been made available to staff, and that both they and learners have been informed that a copy can be accessed at <a href="http://www.etini.gov.uk">www.etini.gov.uk</a></p> <p>The district inspector (DI) will follow up on the action(s) that has been taken to address any area(s) for improvement identified in the original inspection.</p>
<p>The organisation demonstrates the capacity to identify and bring about improvement in the interests of all the learners. The ETI will monitor how the organisation sustains improvement.</p>	<p>The organisation provides ISB with written confirmation of receipt of the report, stating that the report has been made available to staff, and that both they and learners have been informed that a copy can be accessed at <a href="http://www.etini.gov.uk">www.etini.gov.uk</a></p> <p>The DI will follow up on the action(s) that has been taken to address the area(s) for improvement identified in the original inspection.</p> <p><b><u>If a professional and technical area has important areas for improvement</u></b></p> <p>The organisation will be required to submit an improvement plan to address the areas for improvement within the professional and technical area to the Department's Quality Improvement Team within 8 weeks of the date of the oral report back.</p> <p>The improvement plan forms the basis for the professional and technical area follow-up inspection (FUI) process which will include an interim follow-up visit (IFUV) conducted by ETI and a FUI of the professional and technical area. The FUI will be conducted within 12-18 months of the initial inspection.</p>
<p>The organisation needs to address (an) important area(s) for improvement in the interest of all the learners. The ETI will monitor and report on the organisation's progress in addressing the areas for improvement. There will be a formal follow-up inspection.</p>	<p>The organisation provides ISB with written confirmation of receipt of the report, stating that the report has been made available to staff, and that both they and learners have been informed that a copy can be accessed at <a href="http://www.etini.gov.uk">www.etini.gov.uk</a></p> <p>When the overall inspection outcome is evaluated by the ETI as requiring a FUI, additional quality assurance of the outcomes by the phase managing inspector (MI) (and if appropriate, the assistant chief inspector (ACI)) is included, prior to the RI reporting back to the organisation.</p> <p>The organisation will be required to submit an improvement plan to address the areas for improvement to the Department's Quality Improvement Team within 8 weeks of the date of the oral report back.</p> <p>The improvement plan forms the basis for the FUI process which will include an IFUV conducted by ETI and a FUI. The FUI will be conducted within 12-18 months of the initial inspection.</p>
<p>The organisation needs to address urgently the significant areas for improvement identified in the interests of all the learners. The ETI will monitor and report on the organisation's progress in addressing the areas for improvement. There will be a formal follow-up inspection.</p>	<p>The organisation provides ISB with written confirmation of receipt of the report, stating that the report has been made available to staff, and that both they and learners have been informed that a copy can be accessed at <a href="http://www.etini.gov.uk">www.etini.gov.uk</a></p> <p>When the overall inspection outcome is evaluated by the ETI as requiring a FUI, additional quality assurance of the outcomes by the phase managing inspector (MI) (and if appropriate, the assistant chief inspector (ACI)) is included, prior to the RI reporting back to the organisation.</p> <p>The organisation will be required to submit an improvement plan to address the areas for improvement to the Department's Quality Improvement Team within 4 weeks of the date of the oral report back.</p> <p>The improvement plan forms the basis for the FUI process which will include an IFUV conducted by ETI and a FUI. The ETI will normally aim to conduct the FUI within 12 months of the initial inspection given the urgency and significance of the areas for improvement.</p>

## The Follow-Up Process

The interim follow-up visit will provide information for the follow-up inspection. During the follow-up inspection the organisation will be asked to provide evidence of self-evaluation and action to promote improvement undertaken since the initial inspection.

The follow-up inspection will concentrate on the important/significant areas for improvement identified in the inspection report; the Department will be represented at the report back. After the follow-up inspection, a report will be published outlining any changes which may have taken place in the interim, and the progress made on the AFIs. A copy of this report will be placed on the ETI website, and staff and learners should be informed of its availability.

It is expected that a majority of organisations will address sufficiently the areas for improvement identified in the original inspection; in these cases there will be no further action on the outcomes of the inspection.

In those cases where the evidence from the follow-up inspection process shows that insufficient progress is being made in addressing the areas for improvement, or indeed that the quality of the provision has further deteriorated, then the Department will take appropriate action, including, where appropriate, removing a provider's funding and/or contract.