

# THE PROVIDER INSIDER

INSIGHTS INTO FURTHER EDUCATION

## PILOT INSPECTION

This blog has been completed by a provider who was piloted for the full inspection. The provider has provided us with insight into how the pilot ran and the key focusses and takeaways from the experience. Hopefully this will help inform your inspection readiness plan for inspections resuming!

### HOW DID THE PLANNING DIFFER TO PREVIOUS INSPECTION?

It was all done remotely and they already had learner numbers etc. but there would be no learner and employer surveys for the pilot. Planning included the normal documents and information you would expect like providing organisation chart, contact details and schedules/timetable of visits that would be taking place so they could select which activities they would be getting involved in.

In regards to covid restrictions they ran through their own procedures and ours and advised that testing for inspectors was every 2-3 days, no food to be provided and plastic disposable cups for water were provided. We advised room layout and had to allocate 2 rooms with 4 inspectors in one and the other 3 in another due to restrictions and risk assessment which took place.

### WHAT ACTIVITIES WERE COMPLETED?

Remote fully the only actual face to face visits taking place for our organisation are invigilation's – visits were only invigilation's. Not many meetings with staff – 5 all week which included speaking to L&M and safeguarding lead.

### HOW LONG WERE THEY WITH YOU?

They arrived Tuesday and stayed until Friday as the pilot was for a long inspection. We were contacted in March with dates available and had 5 weeks notice so were fully aware for the visit.

### HOW MANY INSPECTORS DID YOU HAVE?

8 throughout the week.

### WHAT WERE THE SIGNIFICANT CHANGES WHICH YOU NOTICED?

They advised that observing remote delivery wasn't new to them and were able to go into sessions as weren't able to get out to anything due to learners working from home etc.

Every day was changing due to being unable to get hold of enough learners and employers. Tech availability had to be address and therefore had to provide another screen so inspectors could enter virtual classes as well as type on their own devices and additional rooms needed to be created which meant staff had to go home.

Feedback in the evenings but due to space we had to rotate inspectors in rooms for feedback at the end of the evening. More about systems and process – missed quite a lot for the timings not being met – organisations of scheduling was interesting.

### WHAT WERE THE MAIN LINES OF ENQUIRY?

Main areas to look at were coaching, team leader, customer service and construction. Added different lines of enquiry during the week.

Very big focus on personal development and behaviors and attitudes and IAG with much focus honing in on progress reviews.

All about speaking with learner and employers and looking at work. Massive difference from previous framework – there was less consideration as to the actual data but the impact this had on the learners and quality of education.

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## HOW MUCH WAS FACE TO FACE AND HOW MUCH WAS VIRTUAL FOR INTERVIEWS?

Apart from two members of staff everything else was virtual which they found worked well for them.

Teams links were created and were forwarded to the lead inspector to forward on to the other inspectors but this didn't present an issue for the inspectors.

## PRE POST AND DURING COVID – WAS THERE A FOCUS?

Thought they would have had consideration for Covid -no real considerations. This was very much about their systems and the logistics of doing an inspection. We made it clear there would be gaps but they didn't focus on that. The pilot was more to see how they could get back up and running for inspections to resume.

## ANY ADVICE YOU COULD GIVE TO PROVIDERS?

They couldn't make a judgement for behaviours and attitude as they couldn't judge this remotely. Need to ensure you can make learners available for this. One issue for this is that they can't speak privately through the remote visits they were dropping into.

Make sure to have all timings and scheduling available and potential for the need to provide additional equipment for them to access remote sessions.

Progress reviews was a theme through the visit and the need to capture PD&BA – make it explicitly clear and add a section potentially to capture this as it isn't naturally coming through on reviews. Impact of this needs to be captured in the reviews.

E-portfolio – Ensure that there is evidence of Teaching and learning on there which links to assessment evidence – the sequencing needs to be clear and can easily be seen.

SAR & QIP – really hone in on what you say your good at and will ask every learner and employer about it and test it rigorously.

## WHAT WOULD YOU SAY TO ANYONE ABOUT THE PILOTS?

This was extremely valuable and provided the opportunity to make changes for future inspection – we would never say no to a pilot if given opportunity again.

Need support for upcoming inspection.....

Here at WYLP we offer a full Provider Support Service which is bespoke to individual providers and aimed at developing and enhancing training providers to reach their full potential, aid their journey to outstanding and develop high quality apprenticeships and skills programmes.

Blog written by Kelly Townend, Operations and quality manager at WYLP. If any providers require inspection readiness support please contact us