

TMS Learning and Skills Support Ltd

Monitoring visit report

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Name of lead inspector: Jon Bowman Her Majesty's Inspector

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Type of provider: Independent learning provider

Address: Room 506
26 Elmfield Road
Bromley
BR1 1LR



Monitoring visit: main findings

Context and focus of visit

TMS Learning and Skills Support Ltd (TMS) was founded in October 2014. Based in Bromley, it provides apprenticeships in business administration from level 2 to level 4 for Ealing Council. Five apprentices are on programme, working towards level 2 and level 4 framework qualifications in business administration. Apprentices work in a variety of departments within Ealing Council.

At the monitoring visit in November 2018, inspectors found that leaders had made insufficient progress in ensuring that effective safeguarding arrangements were in place. They had made reasonable progress in ensuring that all of the requirements of successful apprenticeship provision were in place and that apprentices benefited from high-quality training.

Themes

How much progress have leaders and managers made in ensuring that effective safeguarding arrangements are in place? Significant progress

Since the initial monitoring visit, the director has been highly effective in improving arrangements to safeguard apprentices. After this visit, the director quickly implemented a comprehensive action plan to address the weaknesses identified in safeguarding practice. Leaders have established a positive culture to safeguard their apprentices.

The director has put in place a new online safety policy and has worked with another training provider to ensure that this is fit for purpose. The director and assessor have taken part in relevant training on safeguarding that has increased their understanding of safeguarding matters thoroughly.

The director has delivered monthly workshops to apprentices that cover a wide range of topics relating to safeguarding. These include workshops on extremism and radicalisation, British values, online safety, bullying, coercive and controlling behaviour, and knife crime. The director uses a good range of resources that ensure that teaching engages apprentices well. Apprentices enjoy the workshops. As a result, they develop a very good understanding of these issues and how they relate to their job roles and personal lives. For example, apprentices articulate very clearly the signs they look for, when dealing with clients or colleagues, that may indicate that they are in an abusive relationship or are vulnerable to exploitation. They understand thoroughly how to keep themselves safe online and when using social media.

Apprentices know whom to go to, both at work and in training, if they have concerns about their own or other's welfare. They trust TMS and council staff to have their

interests at heart. When TMS and council staff need to offer additional support to apprentices to protect their welfare, they do so promptly and effectively. TMS and council staff have a secure oversight of the needs of apprentices. They meet regularly, and record and share information appropriately whenever they are concerned about apprentices' well-being.

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