

Train2Train Limited

Monitoring visit report

Unique reference number: 2556388

Name of lead inspector: Steve Hunsley, Her Majesty's Inspector

Inspection dates: 5–6 November 2019

Type of provider: Independent learning provider

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Monitoring visit: main findings

Context and focus of visit

From October 2018, Ofsted undertook to carry out monitoring visits to all newly directly funded providers of apprenticeship training provision which began to be funded from April 2017 or after by ESFA and/or the apprenticeship levy. This monitoring visit was undertaken as part of those arrangements and as outlined in the Further education and skills inspection handbook, especially the sections entitled 'Monitoring visits' and 'Monitoring visits to providers that are newly directly publicly funded'. The focus of these visits is on the themes set out below.

Train2Train Limited provides management, supervisory and customer service apprenticeships for large corporate organisations. It began offering levy-funded apprenticeships in January 2018. The range of programmes offered includes standards-based apprenticeships for operations and departmental managers, team leaders and supervisors and in customer service. Train2Train Limited currently has 23 apprentices on level 5 programmes, 16 on level 3 programmes and one on a level 2 programme. All apprentices are over 18 years of age.

Themes

How much progress have leaders made in ensuring that the provider is meeting all the requirements of successful apprenticeship provision?

Significant progress

Leaders and managers work highly effectively with employers to ensure that they meet the principles and requirements of an apprenticeship. They work very cooperatively with large corporate employers involved in airport ground handling and support services and in the legal compliance sector. They ensure that apprentices and their employers understand the on- and off-the-job training requirements of an apprenticeship. As a result, apprentices become valuable members of staff and gain extensive new knowledge, skills and behaviours in their job roles.

Managers work efficiently and very effectively with employers to match apprentices to job roles. Employers rightly value highly the apprenticeships offered. Apprentices on management programmes receive good guidance to move into promotions at work or more advanced job roles. Managers and employers recruit apprentices with integrity through a rigorous selection process, which includes a detailed developmental needs analysis.

Managers have a highly effective overview of apprentices' progress. On the very few occasions when apprentices fall behind, managers intervene swiftly, through close liaison with coaches and employers, to ensure that apprentices catch up with their work.

Managers ensure that coaches have the required subject knowledge, qualifications and experience that they need to help apprentices make rapid progress. Employers are right to value the expertise that coaches pass on to their apprentices, including sharing their experiences of working in various management positions.

Senior leaders and managers have a very good understanding of the quality of their provision. They have identified accurately the areas of the provision that they need to improve. They have implemented several improvement actions since they started the delivery of apprenticeships. For example, managers carry out pre-induction sessions with apprentices and their employers to ensure that apprentices are suitable for the programme. They also check that apprentices are in a position to gain the new skills, knowledge and behaviours expected in their job roles.

What progress have leaders and managers made in ensuring that apprentices benefit from high-quality training that leads to positive outcomes for apprentices? Significant progress

Managers and coaches ensure that employers provide meaningful opportunities for apprentices to gain the knowledge, skills and behaviours that they require in their management roles. Apprentices make valuable contributions to employers' businesses. They become important members of work teams and swiftly gain the management and supervisory skills and behaviours that they require in their job roles.

Managers and coaches determine apprentices' prior knowledge and starting points precisely. They make good use of this information and arrange programmes carefully. They ensure that programmes are achievable and build on apprentices' prior knowledge and understanding. Tutors work effectively with apprentices to prepare them for their end-point assessments and, as a result, apprentices are confident of achieving their qualifications.

Almost all apprentices make the progress expected of them. Coaches provide high-quality and thoroughly planned seminars and learning activities for apprentices. They carefully plan and deliver the curriculum to enable apprentices to build on their knowledge and skills. They focus in detail on the knowledge, skills and behaviours that apprentices need in their current and future management roles. For example, apprentices consider in detail the Pareto principle in relation to their management roles in their companies.

Coaches, in conjunction with employers, provide excellent support and advice to apprentices. Managers and employers check, through a pre-induction process, that apprentices are suitable. They ensure that apprentices have good information about the requirements of their programme and the possible progression routes available to them.

Apprentices benefit from high-quality learning resources which they and their coaches use well. This helps apprentices to improve their understanding of all aspects of being a successful manager or supervisor. Coaches make frequent checks of apprentices' knowledge and understanding. Consequently, apprentices can recall previous learning and put theory into practice in their managerial job roles.

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

Leaders and managers ensure that appropriate safeguarding arrangements are in place and that staff use them effectively to keep apprentices safe. The designated officer and all staff receive suitable training and updating annually. Managers keep staff informed of any developments about which they need to be aware.

Apprentices are safe and feel safe in their workplaces. Apprentices, particularly those working at major airports, have a good understanding of health and safety. They are aware of the possible risks posed by extremist groups and the need to keep themselves and the general public safe.

Apprentices and their employers receive appropriate information about reporting any concerns that they may have and to whom they should report them. Coaches routinely reinforce the importance of safeguarding and keeping people safe in their interactions with apprentices.

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