

# Inspection of Supplier Organisations

## Information for Trainees

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ETI: Promoting Improvement in the Interest of all Learners



Providing inspection services for:

Department of Education  
Department for the Economy  
and other commissioning Departments



## 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 the Economy (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.

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

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

- completing a confidential trainee questionnaire, which are distributed prior to the inspection by the supplier organisation;
- through focus group discussions with an Inspector;
- during the inspection, contacting any member of the Inspection team to arrange a discussion; and
- contacting Inspection Services Team prior to, or during the inspection (by e-mail to: [eti@education-ni.gov.uk](mailto:eti@education-ni.gov.uk) or telephone to: 028 9127 9726).

## SUPPLIER ORGANISATION OVERALL EFFECTIVENESS

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:

- high level of capacity for sustained improvement;
- capacity to identify and bring about improvement;
- needs to address (an) important area(s) for improvement; and
- needs to address urgently the significant areas for improvement.

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.

## FURTHER INFORMATION

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

By e-mail: [eti@education-ni.gov.uk](mailto:eti@education-ni.gov.uk)

By telephone: 028 9127 9726

In writing:

The Department of Education  
Rathgael House  
43 Balloo Road  
BANGOR  
Co Down BT19 7PR

*In almost all circumstances information will be treated confidentially and trainees will not be named in relation to comments made.*