

Assurance Report

Absolute Training and Assessing Ltd

Address: Ty Cynon, Navigation Park, Abercynon, CF45 4SN

Date of Assurance Visit: 06th & 07th August 2019

NSAR Assurance Manager: Jan Hindhaugh

Overall Effectiveness of the provider:

Previous Inspection: GOLD

This Assurance Visit: OVERALL: GOLD

Leadership & Management: GOLD

Learner Outcomes: GOLD

Quality of Provision: GOLD

Personal Development, Behaviour & Welfare: GOLD

	Level 3	Level 4	Level 5	Level 5+
Number of Assured Trainer/Assessors	4			1
Trainer/Assessors working towards				

DESCRIPTION OF THE SETTING:

This was the third visit to this provider and the first report under the third version of the NSAR assurance framework 2018.

Absolute Training is a well-established training provider delivering Track Safety and On Track Plant [OTP] training courses commercially to the rail industry.

The centre has five fully equipped classrooms to accommodate up to twelve delegates comfortably including an e-learning suite together with good practical training sites, the centre is well managed and maintained and has every facility for the delegates comfort including shower rooms and comfortable breakout areas.

The centre is located on a business park close to road and rail links for the delegates convenience.

KEY FINDINGS OF THE ASSURANCE VISIT

LEADERSHIP AND MANAGEMENT

GRADE: GOLD

Leadership & Management meets GOLD standard.

Leadership and Management is excellent with the Training Director who is experienced and supported by a team that are knowledgeable and keep up to date with standards, rules and training material.

Internal Verification processes are robust and well documented with each pack subject to a peer review prior to verification, this is completed by two of the trainers who hold Level 4 IQA.

The commercial team organise the courses to suit external requirements, and the trainers and assessor's completion of CPD, monitoring of fatigue and the inclusion in verification and observations plans are managed and monitored by the Training Manager.

The centre has five registered trainers that deliver sentinel training with four at level 3 and one at level 7.

The Managers promote continuous professional development of their staff, this was confirmed in the personnel files presented during the visit, with all CPD uploaded and approved in the relevant period and observations carried out with clear criteria set.

Clear policies and procedures have been developed to inform practice and ensure consistency of quality, organisational systems are well planned, with staff clearly informed to ensure they understand the company's aims for growth and development.

Risk Assessments are documented and in place for the training centre and its practical areas.

The SAR has been used effectively in conjunction with the QIP to build a solid foundation to enable ongoing improvements.

LEARNER OUTCOMES

GRADE: GOLD

Learner Outcomes meets GOLD standard.

The provider has a robust system for checking and confirming the delegates identity and eligibility prior to training and ensuring that the delegate had signed the agreement for data protection.

The experience of delegates attending Absolute training is positive. All delegates were able to demonstrate that they had improved their level of knowledge whilst attending the courses and the work produced by the delegates was of a good standard.

During the assurance visit the training director was able to explain the data and the many groups of learners which they deliver to, for example age, ethnicity and gender.

In addition, there were numerous examples where the trainer gave valuable information to inspire delegates to contemplate continuing a career in Rail. Delegates were observed asking good questions about potential future employment, therefore, evidencing their commitment to using the knowledge gained to enhance their career.

The delegates on the course during the assurance visit made progress, with all delegates deemed competent.

QUALITY OF PROVISION

GRADE: GOLD

Quality of Provision meets GOLD standard.

The provider was well prepared for the Quality Assurance visit. The Training Manager had all the required documentation available prior to the QAM's arrival and provided any further documents when requested and communicated any developments that they had made. Managers are reactive to change and willing to take steps to develop their provision. Recommendations made from previous Assurance Visits had been implemented and are effective. Managers aspire to deliver an outstanding learning experience and the provider has taken good steps to develop the quality of delivery.

This was evidenced by the enthusiastic approach the managers took while answering questions and the performance management shown in the quality documents.

There is effective communication within the team and the Managers hold regular meetings with the trainers, minutes detail SMART objectives and key information such as the observation schedule.

The Training Facility is well managed, and the classrooms are all a good size, equipped with good resources to be used in the delivery of sessions and classrooms have pictures and informative notice boards.

During the observation, the trainer used resources effectively to support his delivery which was energetic and contained some good examples of questioning. The trainer used recap effectively and frequently to demonstrate the knowledge learners have gained since the start of the course.

PERSONAL DEVELOPMENT, BEHAVIOUR AND WELFARE GRADE: GOLD

Personal Development, Behaviour & Welfare meets GOLD standard

Delegates regardless of level are treated with respect within excellent facilities in which to learn together with clean and tidy restroom areas. Delegates and trainers develop good levels of rapport helping the learners to settle into their work. They also discuss different options and career paths which are available to them.

Equality and Diversity is well promoted and embedded into the training delivery.

The trainer has good levels of subject and vocational expertise and communicated this with clarity and enthusiasm, very effective references to current vocational examples were used and the delegates were reminded to use the appropriate technical terminology.

English, and employability skills were successfully promoted and embedded which creates effective opportunities for learners to develop their skills and prepares delegates for future progression.

Delegates display commitment to learning through attendance and punctuality.

All staff have completed the Channel awareness and Prevent training.

RECOMMENDATIONS FOR IMPROVEMENTS

Leadership and Management

- Create a Training/Assessing Management procedure to incorporate the whole process to use in conjunction with the current flowcharts
- Create a procedure for the upskilling of Trainer and Assessors as detailed in the RTAS Rules.

Learner Outcomes

- Create a procedure for Breaches of Rules as detailed in the RTAS Rules.

Quality of Provision

- No recommendations for improvement identified
- Consider upskilling trainers to Level 4

Personal Development, Behaviour and Welfare

- No recommendations for improvement identified

OVERALL JUDGEMENTS

Judgement	How the grade is achieved
Gold	Overall effectiveness will be gold standard when Leadership and Management, Quality of Provision, Outcomes for Learners and Personal Development, Behaviour and Welfare are GOLD. Safeguarding is effective.
Silver	Overall effectiveness will be silver when all of the following Leadership and Management, Quality of Provision, Outcomes for Learners and Personal Development, Behaviour and Welfare are at least SILVER. Safeguarding is effective.
Bronze	Overall effectiveness will require improvement when any of Leadership and Management, Quality of Provision, Outcomes for Learners and Personal Development, Behaviour and Welfare are rated BRONZE Safeguarding is effective.
Inadequate	One or more of the following Leadership and Management, Quality of Provision, Outcomes for Learners and Personal Development and Behaviour are INADEQUATE Safeguarding is effective/ineffective. The provider will be suspended from delivery until it can demonstrate to NSAR that the areas for improvement have been addressed, which must be within 4 months. Where corrective actions are not implemented within 4 months Assurance to deliver training and/or assessment may be permanently withdrawn.
Next Steps	
<ol style="list-style-type: none"> 1. The provider will receive their next Assurance Visit between 9 and 15 months from the date of their last visit. 2. NSAR operates an unannounced visit regime, whereby the provider can be visited without notice at any time between assurance visits. 3. In addition, educational observation visits of training/assessment delivery are undertaken to independently evaluate quality of provision and delivery. Educational observation visits can be both unannounced and notified. 	

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