

Delivery Assurance Report

Safety Counts Limited

Address: Unit 41, Western Industrial Estate, Caerphilly, CF83 1BE, Wales

Date of Assurance Visit: 26th July 2022

NSAR Assurance Manager: Alan Brockbank

Effectiveness of the provider:

Previous Assurance Visit Overall Grade:	SILVER
This Assurance Visit:	
Quality of Leadership & Management:	GOLD
Quality of Provision:	GOLD
Personal Development, Behaviour & Welfare:	GOLD
Overall Grade:	GOLD

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

PROGRESS SINCE THE LAST ASSURANCE VISIT

All recommendations for improvement from the last visit have been successfully implemented.

Safety Counts Limited has improved their Self-Assessment Report by including evidence that reflects the self-assessed grade for each area and the impact they have on learners.

The Quality Improvement Plan is a spreadsheet and contains targets for each area of the Quality Assurance Framework.

Course reviews include how the trainer adapts the delivery to meet learner needs and follow the learner progress using various documents including learner feedback.

The provider also uses Individual Learner Plans for short courses to show progression.

Observations include action plans for trainers and walkthroughs are used to close actions.

Lesson observations record the impact on the learner and include examples of softer skills including English and math's, career and progression.

The provider is also developing an initial assessment for learners so that an accurate starting point is obtained to help the delivery of courses and allow learners to meet their potential.

DESCRIPTION OF THE SETTING:

This visit was completed and graded under the criteria of the Quality Assurance Framework V4.0.

Safety-Counts Limited is an independent assurance training company who deliver track safety training and assessments to the rail industry.

The providers facilities are in a serviced building in Caerphilly in Wales and are fully compliant to the current standard with two large fully equipped classrooms, a main office, breakout areas and practical training area. The provider also delivers training in health and safety.

They are located close to the M4 motorway junction 32, less than 5 minutes from the A470 and near Transport for Wales in Treforest, Public transport links are located less than 5 minutes away with both rail and bus services from Cardiff and the surrounding towns. There are good parking facilities at the Centre.

FINDINGS OF THE ASSURANCE VISIT

Quality of Leadership & Management

GRADE: GOLD

During meetings with senior managers and staff they showed they have a clear ambitious vision for providing high-quality, inclusive, training. This was evidenced through strong, shared values, policies, and procedures and in quality documents produced during the visit. Through these documents the manager provides confident,

strategic leadership and creates strong accountability for the assurance of educational performance to ensure continuous and sustainable improvement.

The Self-Assessment Report [SAR] is produced by all staff, measures the impact they have had on learners and reflects the work the provider has completed over the last year.

It shows the impact of their quality improvement procedures and the results that have been put in place for example observations, course reviews and the Quality Improvement plan [QIP]. It includes the views of the learners and other organisations such as Sponsors and local prison management. It is measured against the Quality Assurance Framework and supports the grades self-awarded to each section. It is advised to separate the areas for improvement into their own section within each area of the SAR to further improve the efficiency of the document.

The QIP addresses main weaknesses, improves areas recorded as satisfactory, and helps to maintain strengths. It has measurable success criteria and people responsible for each target. At present it is updated when targets are achieved. It is recommended that the QIP should have an end date to measure progress against and be reviewed routinely for example at quarterly intervals,

Managers focus on improving trainers' subject knowledge and delivery to enhance learner experience. This has helped staff to build and improve their training over time. Managers provide the support for Continual Professional Development [CPD]. CPD is monitored quarterly and when midterm reviews take place. All trainers and assessors have clear objectives. Evidence of CPD is kept in folders with observations showing the impact it has on delivery.

The trainer and assessor educational qualifications ranges from CET L4, Cert Ed L5 and BA Hons post Compulsory Education and Training. All trainers have completed TAQA L4 IQA qualification with 'working to' L4 being the minimum qualification expected by the Provider.

This year has seen Safety-Counts Ltd develop additional RISQS capabilities to allow for the completion of Network Rail drug, alcohol and medicals.

Despite this expansion, managers have maintained focus on learners and monitor their progress using course reviews, pre-course questionnaires, observations, and feedback from learners and Sponsors. This has guaranteed that all learners, including those that need support get the information, advice and guidance to achieve their main goals.

The provider engages effectively with their community, employers, local services and organisations responsible for local and regional economic planning. Many examples are evident from numerous sources including local prisons, individual learners and Sponsors thanking the provider for their successful role in supporting learners to achieve on their respective courses and career plans. This was particularly evident from the feedback from prisons where achievement rates and non-reoffending are good.

Safety Counts Limited achieved the Defence Employer Recognition Scheme Silver Award 2022 for assisting veterans and members of the Armed Forces and their families to resettle back into their communities following their decision to leave military service.

The provider works closely with other Assured Providers and have a formal Memorandum of Understanding with another Provider which shares best practice for example carrying out observations on and upskilling each other's staff.

Client surveys take place every six months collecting valuable data that is used to measure and monitor the effectiveness of their client focus.

Observations are carried out regularly and contain valuable evidence on the impact that their training has on their learners. Each trainer is set actions to improve delivery that are closed by timely walkthroughs that take place on a regular basis.

Managers and staff work closely together so that managers are aware and take account of the main pressures on staff. Managers are realistic and constructive in the way they handle staff, including their workloads. Communication is excellent with any issues sorted out at the time they arise, as the main office is next to the classrooms. Internal quality assurance, and team meetings are still held monthly. It

is advised that although problems are solved quickly formal meetings should record SMART target dates.

Quality of Provision

GRADE: GOLD

During the Delivery Assurance visit an observation took place on an initial Direct Current Conductor Rail [DCCR] course. The learners had attended an initial Personal Track Safety Course the day before.

Learners are welcomed into a clean training centre which has a professional learning environment fit for purpose, and accessible. It is safely equipped with appropriate resources to engage and motivate all learners. Trainers dress smartly and have high expectations of their learners.

The observed training session was planned with assessments used very effectively. This provider is learner focused and before training takes place learners are asked to fill in various forms so that the trainer gains valuable information about the learner's ability. This results in all learners undertaking demanding work that helps them to reach their potential and ensures variation in pace and is routinely adapted to meet learners' needs.

This provider is also developing initial assessments of learner entry levels using a Basic Skills diagnostic tool which will allow an understanding of learner's ability and monitor progression over the course and after it. At present trainers actively gauge any previous learning difficulties through joining instructions and assessment where available.

Learners on all courses have Individual Learning Plans [ILP]. ILP'S for short courses such as the DCCR are being monitored and adapted so that it fits the length of time the learner stays with the provider. The ILP used on courses with a duration of 3 days or more, allows for the measurement of learner progress from their initial starting point.

The trainer started the session with a recap from the day before. Each learner was asked a question and all learners showed that they understood the criteria from the previous day by the answers that they gave.

Learners receive an introduction to the course with aims and objectives briefly explained. This could be developed further and in more detail to the standard mandated content.

The trainer provided excellent support through resources and activities. Trainers are encouraged to add to the excellent range of materials which are clearly presented and well-used to promote learning. There is a clean well equipped practical area close to the classroom which the trainer used to enhance learning.

A handout was given to the learners which covered the Life-Saving Rules. Learners were asked to watch a video which contained a work-based scenario about a COSS, a group and responsible manager and to record on the handout breaches of the Life Saving Rules.

The trainer has high levels of subject and vocational expertise and communicated this clearly. The trainer used effective references to current vocational and professional examples. This has significant impact on the progress and understanding of learners resulting in increased interest and awareness.

The trainer consistently challenged learners and activities were matched exceptionally closely to learner's needs. One learner struggled to understand some of the concepts being taught, however the trainer adjusted his delivery to improve this learners' understanding.

The trainer used a range of questions and as a result of this, questioning was used extremely effectively to stimulate learners' thinking, engage them in learning activities, and check understanding and progress.

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

Learners display commitment to learning through attendance and punctuality.

Learners were given homework to prepare them for the observed session. This should be developed further. Although this helps to improve their work and develop their knowledge, understanding and skills it should be formally checked to capitalise on opportunities to use feedback to improve learners understanding. On this occasion the trainer checked learners' had completed it but moved on without feedback.

Health & Safety is fully embedded in the observed sessions. Learners know and use safe working practices. They are educated to protect themselves and identify health & safety issues.

Personal Development, Behaviour & Welfare

GRADE: GOLD

This provider enrolls learners for different backgrounds for example, prisons, armed forces and disadvantaged backgrounds. However, the learner regardless of background receives excellent support. Learners respond with consistently high levels of respect for their peers and staff. They play a highly positive role in creating an environment that values and nurtures equality and diversity.

Learners in the observation and in the profiles produced demonstrate consistently high positive attitudes and commitment to their training and employment. If learners struggle with this, the provider takes swift and highly effective action to support them. This was evidenced in emails from local authorities, prisons and in receiving the Defence employer recognition Scheme Silver Award 2022.

The provider has high expectations of learners' behaviour and conduct, and these are applied consistently and fairly. This was evidenced by the learners' behaviours and conduct in the observed session.

Learner feedback from online surveys, post course and verbal attitudes to their education or training are positive. They understand their rights and responsibilities as learners. They have shown they are committed to their learning, are resilient to setbacks and take pride in their achievements.

Learners returned to the classroom on time allowing the sessions to flow smoothly.

Relationships among learners and staff reflect a positive and respectful culture where the principles of equality and diversity are developed over time.

Personal development of learners is promoted by this provider with all learners receiving careers advice and guidance and the promotion of softer skills.

The provider ensures that participation in these activities is very high, particularly among those from disadvantaged backgrounds, and all benefit from these opportunities and experiences.

The provider's wider work support learners to develop their character – including their resilience, confidence, and independence – and, where relevant, help them know how to keep physically and mentally healthy.

RECOMMENDATIONS FOR IMPROVEMENTS

Quality of Leadership and Management

- Self-Assessment Report - The content of the self-assessment report is very good. Areas for Improvement should be identified and separated in the different areas to follow through efficiently to the Quality Improvement Plan.
- Quality Improvement Plan - Include the end date for the targets that are set so that progress can be measured.
- Meetings - Include SMART targets for actions
- 1:1's - Appraisals to be followed up with 6 monthly formal 1:1s or when required
- On- Line learner information - Continue to develop the on-line systems collecting learner information
- Diagnostic test - Continue to develop the diagnostic test to obtain level of learners and their starting points

Quality of Provision

- Homework- Monitor and give feedback on homework that is set.

Personal Development, Behaviour and Welfare

- N/A

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 will be withdrawn for a period of no less than 6 months. Assurance to deliver training and/or assessment may be permanently withdrawn.
Next Steps	
<ol style="list-style-type: none"> The provider will receive their next Assurance Visit: <ul style="list-style-type: none"> Gold – between 15-18 months from the date of the last visit [subject to change]. Silver - within 12 months from the date of the last visit [subject to change]. Bronze – between 9-12 months from the date of the last visit [subject to change]. NSAR operates an unannounced visit regime, whereby the provider can be visited without notice at any time between assurance visits. In addition, Compliance visits of training/assessment delivery are undertaken to evaluate Compliance and Premises. Compliance visits can be both unannounced and notified. 	

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