

What the National Careers Service contractor needs to prepare in advance for short notice inspection

National Careers Service inspections from April 2013

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This document shows National Careers Service contractors the different types of information they are required to provide for an inspection. It will be sent to the provider immediately after the initial inspection notification but is best completed and routinely updated in readiness for inspection. Some or all of the information may apply depending on the provision that is delivered.

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361

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Introduction

Sections A, B and C below should be completed from information you hold as the prime contractor. You can complete it after the initial notification but is best completed and routinely updated in readiness for inspection. Following notification of inspection, please send these completed sections to the inspection service provider portal as requested in the notification letter. Section D should be completed after your planning meeting/call with the lead inspector. Note that you may not need to complete all the information required below as some of it may not apply. Where this is the case, delete the table.

Further and more comprehensive information about inspection can be found in the *Handbook for the inspection of further education and skills 2012*.¹

Section A

Please complete the following information about the customers that attend. **Delete** those boxes/rows of information that are not applicable.

Total number of customers in insert year (Previous full financial year – April to March)	
Provider information at the time of the inspection	
Number of customers	
Funding received from	

Table 1: Gender

Male	
Female	
Unknown - information not given by customer	
Unknown - customers created in the system by another prime contractor or telephone service.	
Total	0

¹ *Handbook for the inspection of further education and skills* (120061), Ofsted, 2012; www.ofsted.gov.uk/120061.

Table 2: Ethnic origin

Asian or Asian British ethnic group	
Black or Black British ethnic group	
Chinese or other ethnic group	
Mixed ethnic group	
White ethnic group	
Ethnic group not given by customer	
Unknown - customers created in the system by another prime contractor or the telephone service.	
Total	0

Table 3: Learning difficulty/disability

Declared learning difficulty/disability	
Total	0

Table 4: Offender/ex-offenders (not including those in custody)

Offender/ex-offenders, where information is available	
Total	0

Table 5: Age band

Aged 18-19	
Aged 20-24	
Aged 25-49	
Aged 50 +	
Unknown - information not given by customer	
Unknown - customers created in the system by another prime contractor or the telephone service.	
Total	0

Table 6: Employment status

Economically inactive	
Economically inactive and voluntary work	
Employed	
Employed and voluntary work	
Not known/not provided	
Retired	
Retired and voluntary work	
Self-employed	
Self-employed and voluntary work	
Unemployed	
Unemployed and voluntary work	
Unknown - information not given by customer	
Unknown - customers created in the system by another prime contractor or the telephone service.	
Total	0

Table 7: Learning status

Full/part time further education	
Full/part time higher education	
Informal adult learning	
Training in work	
Unknown - information not given by customer	
Unknown - customers created in the system by another prime contractor or the telephone service.	
Total	0

Section B

Table 1: For customers who received advice which resulted in a skills action plan - quarterly reports

Service outcomes		Date of first advice session**									
		Jan 13 - Mar 13		Oct 12 - Dec 12		July 12 - Sept 12		Apr 12 - Jun 12		Total	
		No.	%	No.	%	No.	%	No.	%	No.	%
A	Number of customers who received their first advice session during the period										
B	Of those in A, the number of customers successfully followed up.										
C	Of those in B, the number of customers who have either entered a learning programme or employment										
D	Of those in B, the number of customers who were unemployed *										
E	Of those in D, the number of customers who are now in employment or self-employment										
F	Of those in E, the number of customers who have been in sustained employment or self-employment for 13 weeks										
G	Of those in B, the number of customers who were already in work at their first advice session										
H	Of those in G, the number of customers who have progressed in work										
I	Of those in B, the total number of customers to have achieved a positive outcome (taken from columns C and H).										

This section should be data that you hold as the provider.

* Actively looking for work

** To include data for the last four quarters (alter quarter date ranges as necessary)

Table 2 : For customers who received advice which resulted in a skills action plan - annual reports, where readily available

Universal service outcomes		Date of first advice session									
		Apr 13 - Mar 14		Apr 12 - Mar 13		Apr 11- Mar 12**		Apr 10 - Mar 11**		Total	
		No.	%	No.	%	No.	%	No.	%	No.	%
A	Number of customers who received their first advice session during the period										
B	Of those in A, the number of customers successfully followed-up.										
C	Of those in B, the number of customers who have either entered a learning programme or employment										
D	Of those in B, the number of customers who were unemployed *										
E	Of those in D, the number of customers who are now in employment or self-employment										
F	Of those in E, the number of customers who have been in sustained employment or self-employment for 13 weeks										
G	Of those in B, the number of customers who were already in work at their first advice session										
H	Of those in G, the number of customers who have progressed in work										
I	Of those in B, the total number of customers to have achieved a positive outcome (taken from columns C and H).										

* Actively looking for work

**Completion of these two columns is optional - for background information only, where data are readily available. We recognise these data relate to the previous contract.

Section C

In this section please complete information below. List your subcontractors in Table 1, venues in clusters in Table 2.

Table 1: Subcontractors

Subcontracting organisation Name	Organisation type	Where other selected please detail organisation type

Table 2: Prime and subcontractor venues

List the venues in clusters according to the locations of prime contractor and subcontractors. Grouping them will assist in planning inspection visits and observations of advice sessions

Delivery venue name	Venue postcode	Venue type	Organisation type <i>PC=prime contractor</i> <i>S=subcontractor</i>	Days of delivery	Service offer

Section D

Complete this section after your planning meeting with the lead inspector

Time	Activity	Responsibility	Inspector names	Venue/ can be venue or telephone interview	Notes
	Opening meeting	Lead inspector			
	Provider interview	Lead HMI, inspectors and nominee			
	Provider meeting	Inspector			
	Employer interview	Lead HMI			
	Inspectors' time				
	lunch				
	Inspectors' time				
	Preparation time	Inspection team			
	Feedback of findings	Lead HMI, inspectors and nominee			
	Close of day				

Inspector observation activity

Day	Advisor operations	Inspector	Venue and contact details	Geographical area	Notes: eg parking, accessibility
	<i>Advisor name</i>				
	<i>Advisor name</i>				
	<i>Advisor name</i>				
	<i>Advisor name</i>				
	<i>Advisor name</i>				
	<i>Advisor name</i>				
	<i>Advisor name</i>				
	<i>Advisor name</i>				
	<i>Advisor name</i>				
	<i>Advisor name</i>				

The above schedules will take into consideration adviser availability accounting for annual leave, sickness and CPD attendance.

Travel time will be calculated by car to venues (other options of transport will be provided). Car parking arrangements and route finders will be included if SATNAV is not preferred option.