

# Neway Training Solutions Ltd

is a

**GOLD**  
**Assured Provider**

1st January 2018

**ISSUE DATE**



Neil Robertson  
Chief Executive and Company Secretary  
NSAR Limited



# **ASSURANCE REPORT**

## **NEWAY TRAINING SOLUTIONS LTD**

**Address: Kelvin House, RTC Business Park, London Road Derby DE24 8UP**

**Date of Assurance Visit: 30 & 31 May 2017**

**NSAR Assurance Manager: Derek Walker**

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### **Overall Effectiveness of the provider:**

**Previous Assurance Visit: Outstanding**

**This Assurance Visit: Gold**

Capacity to Improve: Gold

Learner Outcomes: Gold

Quality of Provision: Gold

Leadership & Management: Gold

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### **Description of the Setting:**

The provider is situated within serviced offices in a business park with other training and railway companies including Network Rail. They have two training rooms and a breakout area for candidates which has a wall mounted TV. This has given them the opportunity to have safety and other briefings on a loop played throughout the day when candidates are using it for break times. The provider has two Sentinel Trainers and six technical trainers.

## Key Findings of the Assurance Visit

### Capacity to Improve

**Grade: Gold**

The Capacity to Improve meets the Gold standard. The provider has maintained its financial position compared to a slight reduction from 2015. The provider has redecorated the training rooms, installed smart boards and has wi fi throughout to maintain its high standards. A new Direct Current Conductor Rail (DCCR) layout has been installed just a short walk from the providers training rooms which was provided by clients in lieu of training costs. The provider continues to work closely with NSAR and the ARTP and has used feedback from delegates to Network Rail on the training materials produced and has closed out the recommendations from their previous inspection on learner outcomes and ED&I statistic gathering and analysis.

### Quality of Provision

**Grade: Gold**

The quality of provision meets the GOLD standard. The provider has sustained the overall quality of its provision since the last NSARE inspection in May 2014. The provider has two trainers for the delivery of Sentinel Training.

The training which was observed (DCCR) showed that the trainer understands how to adapt his delivery to meet the needs of different groups of learners. A single learner was left after the two other learners attending the start of the PTS(AC) Initial course, on the previous day, failed the verification test. During his introduction to the course the trainer emphasised the providers Equality and Diversity policy. Having successfully identified the learner's preferred learning style the trainer was able to locate the examples he used to illustrate the principles of risk levels in contexts with which the learner was immediately familiar. Also during this section, the trainer paid particular attention to the dangers associated with 'floater' rails.

The trainer is innovative in his approach to delivery of learning experiences. He integrates some additional information which takes the learner beyond the minimum required to secure the DCCR competence. As a result, the learner appreciated the

wider context of the job role for which he is being trained. The trainer makes excellent use of his extensive prior experience in the rail industry to enliven the classroom experience of the learner. The learner engaged keenly with the opportunity to check the conductor rail shields for defects and to practice how to link two or more together in situations where that would be required.

The learner had clearly prepared for his training. He demonstrated a good knowledge and understanding of the contents of the PTS guide book, which the trainer used to excellent effect during the discussions about what to expect for the COSS briefing where a Conductor Rail Permit had been issued.

The provider has an appropriate level of support for learners with particular needs. It has a range of resources which can be provided to learners with dyslexia to help them overcome their specific reading and writing difficulties, these are displayed in the breakout area.

The trainers are both qualified to Level 3 and 4 respectively. Both have an ongoing record of relevant CPD logged on the NSAR portal. The training facilities and the associated social areas at the Derby site are well maintained and provide an excellent environment which is conducive to high quality learning. The specialist facilities for the delivery of technical training at the Derby site, the Grand Central Railway and the Ecclesbourne Valley Railway meet the minimum requirements set out by NSAR. Equality and diversity are supported very well by the learning, training and assessment processes operated by the provider, all of the provider's trainers have completed the on-line module for ED&I.

During the first five months of 2016, Thirty-Five companies used the provider as a supplier of training and assessment services. Thirty-three companies have done so during the first five months of 2017. The feedback from learners confirms that they have a high regard for the quality of training they receive. The provider considers this feedback, along with that it receives from its customers during routine communication, carefully to identify any required improvements to its provision. Whilst the provider is not directly involved in activities to encourage participation by

young people into rail engineering careers it is a corporate member of the Permanent Way Institute and an active member of ARTP and the East Midlands Rail Forum.

## **Learner Outcomes**

## **Grade: Gold**

The outcomes for learners meet the GOLD standard. The provider is scrupulous in confirming the identity and eligibility of every learner before they start their training. The administrative system used by the provider records all of the checks completed, the testing undertaken and the outcomes of the training. The provider made 825 competence notifications during 2016. It has made 225 competence notifications during the first five months of 2017. The analysis undertaken by the provider confirms that there are no differences between the success rates for different groups of learners.

Learners engage fully with the training they undertake. They acquire knowledge, understanding and skills effectively. The provider has some notable examples of learners who have been trained by them and made significant progress in their careers over an extended period. One learner first completed his PTS in 2010. He is currently a SSOWP (qualified initially 2012), a COSS (qualified initially in 2012) and completed SWL (1) in January 2015. Another learner first completed his PTS in 2006. He has retrained the IWA and COSS competences since his first qualification in 2008 and completed SWL (1) in February 2015.

## **Leadership & Management**

## **Grade: Gold**

The Leadership & Management meet the Gold standard. The provider has invested in becoming a corporate member of the Permanent Way Institute (PWI) to assist with the verification of technical training courses written by the provider. The provider has a robust process in place for its review of policies and procedures, re-issuing all the procedures every January with the procedures being reviewed at the same time, which is documented in their management meeting notes. All staff are up to date with the requirements of ED&I which is published on the noticeboard at the provider's premises and is working with Network Rail on a ED&I Training Tool Kit. From the

high pass rates the provider has they have established that there is no impact for learning on any diverse group of candidates. The training packs scrutinised were of the highest quality and the provider should be commended for having such robust records in place.

## Recommendations for Improvements

**Procedures Review** – (Recommendation) When reviewing procedures, ensure that the issue and date are recorded even if there are no changes.

**Document Control** – Record any changes made to documents and get staff to sign either paper based or electronically to say they have understood any changes and for the procedure to include retrieval of documentation within 24 hours.

**Risk Assessments** – Include in the review the date they were reviewed and any subsequent changes briefed and signed for by staff.

## WHAT THE OVERALL JUDGEMENTS MEAN

Judgement	Description
<b>Platinum</b>	The Provider is exceptional in all areas. This is 'best in class', the provider demonstrates an exceptional commitment to sharing best practice within the training community. Leaders act as role models for integrity, social responsibility and ethical behavior both internally and externally to enhance the organization's reputation.
<b>Gold</b>	These features are highly effective.
<b>Silver</b>	There are positive features present.

<b>Bronze</b>	There are features which must be improved. N.B. 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 permanently withdrawn.
<b>Inadequate</b>	The Assurance to deliver training and/or assessment will be permanently withdrawn.
<b>Next Steps</b>	
<ol style="list-style-type: none"> <li>1. The provider will receive their next Assurance Visit between 12 and 18 months from the date of their last visit.</li> <li>2. NSAR operates an unannounced visit regime whereby the provider can be visited without notice at any time between assurance visits.</li> </ol>	

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