

18 February 2025

Modern Apprenticeship review of Training Solutions Scotland Limited

In July 2024, HM Inspectors published a report on the external review of Modern Apprenticeship (MA) delivery by Training Solutions Scotland Limited (TSSL). The report set out areas for improvement which were agreed with the provider. HM Inspectors requested a report on progress in addressing these areas within six months. This letter outlines their findings.

Managers should formalise a safeguarding policy on raising concerns and ensure all apprentices have formal access to a nominated safeguarding staff member throughout their working hours. These arrangements should be shared with staff, apprentices and employers.

The provider has made good progress in addressing this area for improvement.

Managers and assessors have completed professional training in Designated Protection and PREVENT. The revised Safeguarding Policy guarantees apprentices formal access to a designated safeguarding staff member, and these arrangements are communicated to all relevant stakeholders.

Managers and assessors should make use of a tracking system which helps apprentices to identify the progress they are making and areas to be completed.

The provider has made good progress in addressing this area for improvement.

Assessors have developed arrangements to support tracking of progress made by apprentices. The online progress document now enables apprentices to independently track and monitor their progress. This tool promotes independent learning, allowing apprentices to take ownership of their knowledge and skills development.

Assessors have made good progress with the integration of meta skills into the programme delivery. Assessors use effectively the Skills Development Scotland (SDS) meta skills toolkit. During progress reviews apprentices are supported to highlight opportunities to develop the skills they wish to enhance. This is having a positive impact on apprentices' confidence in leading their learning.

Managers should develop consistent and comprehensive induction arrangements to ensure all apprentices are prepared well to begin their apprenticeship journey.

The provider has made good progress in addressing this area for improvement.

Staff have revised induction arrangements in consultation with apprentices and employers. These arrangements provide clear guidance on the framework, roles and responsibilities and the delivery of the apprenticeship programme. Feedback indicates that this has been well received by apprentices and employers.

Managers and assessors should work to improve apprentice achievement rates.

The provider has made good progress in addressing this area for improvement.

As part of self-evaluation arrangements, staff engaged with employers to understand the reasons behind early leavers and non-completers. They created a monitoring and tracking approach, aligned with SDS benchmarks. Early indications are that successful outcomes have improved.

Assessors are using a broader range of evidence-gathering approaches to meet the needs of learners. This allows for personalised and flexible assessment strategies to better support the needs and diversity of learners.

What happens next?

HM Inspectors are confident that the provider has the capacity to continue and will make no further visits to the provider as a result of this review.

Karen Stevenson
HM Inspector