



# **AELP Submission: #115**

**OFSTED Consultation response**

## OFSTED Consultation response

### Introduction

The Association of Employment and Learning Providers (AELP) is responding to Ofsted's post-inspection arrangements and complaints handling proposals consultation. AELP is principally supportive of the four proposed changes as we believe they will provide providers with a more effective complaints system. We also hope that these changes will continue to improve communication between providers and Ofsted.

### Proposal 1

**To what extent do you agree or disagree with our proposal to enhance on-site professional dialogue during inspections to help address any issues before the end of the inspection visit?**

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Don't know

### Comments on this proposal:

The Association of Employment and Learning Providers strongly supports this proposal and believes that it will help providers raise concerns or clarify details about inspections at a point where changes can be made rather than post inspection. Where dialogue is less useful as cannot impact the outcome of an inspection as easily. Whilst the content of the proposal does happen at present for some providers, it would be good to formalise this so that implementation isn't inspector dependent and therefore there is greater consistency.

### Proposal 2

**To what extent do you agree or disagree with our proposal to introduce a new opportunity for providers to contact Ofsted the day after an inspection if they have any unresolved concerns?**

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Don't know

### Comments on this proposal:

The Association of Employment and Learning Providers supports this proposal, it makes sense that the calls are led by an “independent” inspector to act as an intermediary but only if in responding to the providers concerns, they consult with the inspection team prior to going back to providers.

### **Proposal 3**

**To what extent do you agree with our proposal to introduce new arrangements for finalising reports and considering formal challenges to inspection outcomes?**

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Don't know

#### **Comments on this proposal:**

The Association of Employment and Learning Providers supports this proposal particularly the revision of complaint outcome letters to make it clearer why a decision has been made. Whilst providers may still not agree with the outcome, they should be able to understand the exact reasons as to why the outcome has been determined.

### **Proposal 4**

**To what extent do you agree or disagree with our proposal for direct escalation to ICASO of concerns regarding our complaints handling, and adding a periodic review of closed complaints, using external representatives from the sectors we inspect?**

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Don't know

#### **Comments on this proposal:**

The Association of Employment and Learning Providers supports this proposal as this will reduce the hurdles that providers have to “jump” through to have the handling of a complaint reviewed independently, this also ensures that there is no delay in complaints being considered by the Independent Complaints Adjudication Service for Ofsted (ICASO). The addition of a periodic review of closed complaints is also supported as this will support continuous improvement and highlight potential themes within complaints that may otherwise not be recognised.

**Please provide any representations/evidence of the impact of our proposals for the purposes of the Public Sector Equality Duty (Equality Act 2010).**

We have no addition evidence to provide.

**About the Association of Employment and Learning Providers (AELP)**

The Association of Employment and Learning Providers (AELP) is a national membership body, proudly representing its many member organisations. AELP members support thousands of businesses and millions of learners in England by delivering a wide range of training, vocational learning, and employability programmes. For further discussion please contact AELP:

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**Association of Employment and Learning Providers (AELP)**

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