

Inspection of Why? Change Limited

Inspection dates: 9–11 February 2022

Overall effectiveness	Good
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The quality of education	Good
Behaviour and attitudes	Good
Personal development	Good
Leadership and management	Good
Apprenticeships	Good
Overall effectiveness at previous inspection	Not previously inspected

Information about this provider

Why? Change Limited, formally known as TWA Lean Consulting Limited, provides levy-funded apprenticeships across the Sheffield City Region. Currently there are 37 apprentices, of whom most are aged 19 years and above. Apprentices study one of 12 apprenticeship standards from level 3 to level 6. Six apprentices are on the quality practitioner standards at level 4 and seven are on the level 4 improvement practitioner. The remainder study one of the following programmes: level 3 safety, health and environment technician, digital marketer, team leader/supervisor or human resource support assistant. Those on level 5 apprenticeship programmes are on: improvement specialist, learning and development consultant, operational/department manager, or human resource partner. Fewer than five apprentices are working towards the level 6 marketing manager standard.

What is it like to be a learner with this provider?

Apprentices display positive behaviours and engage well with their learning. Leaders, managers and tutors have created a calm and professional environment in which to learn. Apprentices learn together maturely and respectfully. They have a professional attitude to their learning and demonstrate respect, tolerance and support for each other.

Apprentices attend very well both in their training and at work. Employers recognise the positive attitudes that apprentices apply to their training, and they value the new knowledge and ideas that apprentices share at work. Apprentices are dedicated to their job roles and are determined to complete their studies to a high standard and progress their careers successfully within their industries.

Apprentices produce work of a high quality in which they take pride. They benefit from the effective feedback from tutors on their work which explains what they need to do to improve further. Level 4 quality practitioner apprentices are confidently able to discuss their experience of interim external audit compliance against external quality standards and share this with their peers, learning from each other.

Apprentices feel safe at work and in training. They understand how to keep themselves and others safe, including knowing who they can contact if they have any concerns. Apprentices understand that their welfare is of paramount concern to their tutors.

What does the provider do well and what does it need to do better?

Leaders and managers have a clear rationale for the apprenticeship programmes that they offer, providing apprentices with a variety of routes to progress their careers and learning. Leaders work very effectively with employers with whom they design a tailored approach to programmes that successfully meets the principles and requirements of apprenticeships. They are sufficiently flexible to meet the specific needs of employers who value their apprentices and are extremely supportive of their development. All employers ensure that apprentices meet the minimum off-the-job commitment.

Leaders and managers have designed a well-planned and sequenced curriculum which enables apprentices to build on and develop their knowledge and skills in a logical way. For example, on the level 3 human resources support assistants programme, apprentices begin by learning about the fundamental aspects of good communication skills. They then move on to more complex topics such as legislation related to recruitment practices.

Most tutors check apprentices' understanding thoroughly before moving onto new topics. They use questioning skilfully to enable apprentices to deepen their understanding of topics. In the few instances when checking of learning is less

effective, this results in learners not fully understanding of the topic they are studying.

Leaders and managers have high aspirations for the apprenticeships that they offer. They have invested in industry-standard resources and qualifications over and above the requirements of the apprenticeship standards. Apprentices rightly value the opportunity to take recognised professional qualifications alongside their apprenticeship. For example, level 5 human resource apprentices work towards achieving the chartered institute of personnel and development status.

Leaders and managers have appropriate quality assurance arrangements in place. They provide support to tutors to develop their knowledge and skills, and their ability to deliver high-quality training to apprentices. Leaders have a strong understanding of the strengths of their provision and where improvements are required.

Managers and tutors ensure that apprentices complete a thorough induction which develops their understanding of life in modern Britain. Apprentices share personal experience and previous knowledge of the topics during the induction and tutors facilitate appropriate discussions. However, tutors do not plan to teach these topics well enough later in the programme to develop apprentices' understanding of the risk associated with radicalisation and extremism.

Tutors support apprentices to consider their careers and encourage them to become active members of their professional institutes. For example, level 3 human resource apprentices aspire to complete the level 5 human resource partner qualification at the end of their apprenticeship. Marketing and digital apprentices have regular guest speakers from organisations that specialise in areas such as social media and search engine optimisation. As a result, they learn specialist skills, understand career pathways and further develop their professional networks.

Tutors ensure that apprentices who need to take functional skills English and mathematics examinations are prepared well. Apprentices often pass first time. Tutors provide good support to help apprentices to develop further their skills in English and mathematics and apply these skills in the workplace. For example, apprentices on the level 4 improvement practitioner programme develop the mathematical skills that they need to work out efficiency savings for their companies.

Managers and tutors prepare apprentices well for end-point assessment. Apprentices practise presentations and develop their interview skills. This helps apprentices pass their end-point assessment first time, with more than half gaining distinction grades.

Safeguarding

The arrangements for safeguarding are effective.

Leaders and managers have appropriate safeguarding policies and procedures in place that they use to keep apprentices safe. Apprentices have a good understanding of safeguarding. They understand how to keep themselves and others safe. They receive a thorough induction into safeguarding at the start of the apprenticeship, and this is further reinforced at the frequent progress reviews.

Leaders have appointed an appropriately connected designated safeguarding lead who attends the local authority network groups. They have a clear system for recording causes for concerns. Actions taken ensure that apprentices are cared for and that their welfare is carefully considered.

Leaders and managers ensure that staff receive appropriate safeguarding and 'Prevent' duty training at the start of their employment, and this is updated annually. All staff are subject to disclosure and barring check before they start work.

What does the provider need to do to improve?

- Ensure that all tutors have the skills required to check apprentices' understanding of topics so that apprentices have a firm understanding before moving on to further learning.
- Ensure that apprentices' understanding of life in modern Britain and the risks associated with radicalisation and extremism are continually developed throughout their apprenticeship, so that they can apply this to their daily lives.

Provider details

Unique reference number	2526609
Address	Unit 1B Brookdale Court Thornccliffe Business Park Chapeltown Sheffield S35 2PT
Contact number	0114 4000077
Website	https://www.whyychange.com/
Principal/CEO	Raymond Byrne
Provider type	Independent learning provider
Date of previous inspection	Not previously inspected
Main subcontractors	None

Information about this inspection

The inspection team was assisted by the director of governance, as nominee. Inspectors took account of the provider's most recent self-assessment report and development plans. The inspection was carried out using the [further education and skills inspection handbook](#) and took into account all relevant provision at the provider. Inspectors collected a wide range of evidence to inform judgements, including visiting learning sessions, scrutinising apprentices' work, seeking the views of apprentices, staff and other stakeholders, and examining the provider's documentation and records.

Inspection team

Hayley Lomas, lead inspector

Her Majesty's Inspector

Jackie Moores

Ofsted Inspector

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