



The ASB and Community Safety Officer Apprenticeship

ASSESSMENT REPORT 2023-24

AT A GLANCE



● DESCRIPTION OF PROGRAMME

Resolve delivers the level 4 Antisocial Behaviour & Community Safety officer Apprenticeship. The full training programme is 24 months. We deliver the programme across England. Our training programme is offered remotely with regular online classroom sessions with a tutor.


● OUR VISION

Our intent is to provide a balanced, relevant and up-to-date curriculum that provides challenge for and is accessible to a range of learners with a diversity of backgrounds, experiences and abilities, including those requiring additional learning support.

Curriculum encompasses more than what is taught in the classroom; we are highly ambitious for our learners and offer a curriculum that not only ensures the relevant knowledge, skills & behaviours, but develops their confidence, employability skills and encourages them to be independent, reflective, and achieve positive onward destinations.

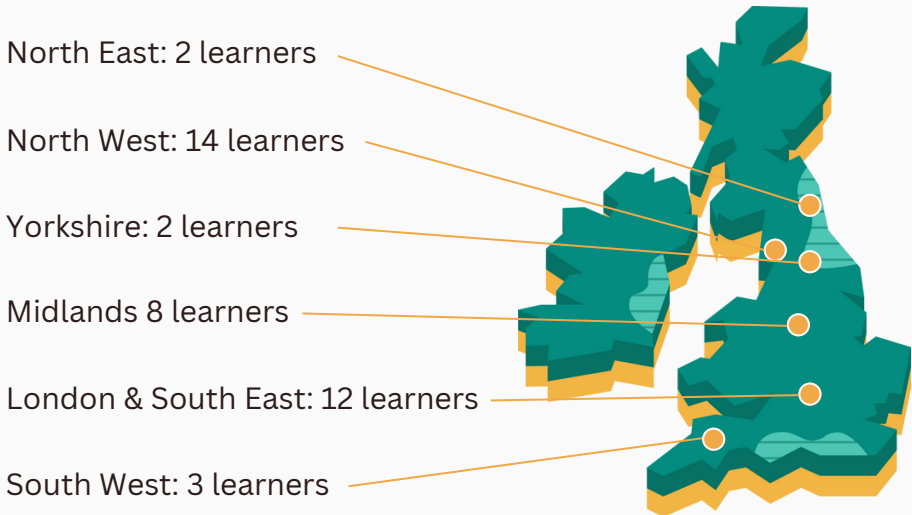
● LEARNER INFORMATION

Since May 2022 up to December 2023 we have enrolled 41 learners on the programme. The age, gender, ethnicity, employer type & geographical spread can be found overleaf.



AT A GLANCE

REGION



AGE

- **16 - 18** 4 learners
- **18 - 24** 7 learners
- **25+** 30 learners

GENDER

- **Male** 16 learners
- **Female** 25 learners

SEND

7 learners have Special Educational Needs and Disabilities, of which none require high-needs learning support.

CONTEXT OF THIS REPORT

The purpose of this report is to evaluate the Apprenticeship Programme, to understand overall performance and identify ways in which performance can be improved. The primary focuses for this assessment are learner progress and whether the curriculum meets their needs along with the quality of teaching and learning. A link to the full report can be found on the last page of this document.

Resolve use data to improve performance where we can. We use KPIs that help us to monitor progress and lead to improvement plans approved by our Governors. The Governors monitor & scrutinise improvement plans and KPIs.

This report uses the criteria as set out in the Education Inspection Framework. Provision is graded according to EIF descriptors as follows:

- Grade 1 : Outstanding (Best)
- Grade 2 : Good
- Grade 3 : Requires Improvement
- Grade 4 : Inadequate (Worst)

Our Grades

✓ Overall effectiveness of provision:	2 (Good)
✓ Quality of Education:	2 (Good)
✓ Behaviours and Attitude:	2 (Good)
✓ Personal Development:	2 (Good)
✓ Leadership and Management:	2 (Good)
✓ Safeguarding:	2 (Good)



ASSESSMENT: QUALITY OF EDUCATION

- ▶ Resolve have high expectations of learners and expect them to progress well. To support this, there is a well-planned out curriculum, carefully planned out classroom sessions, and a variety of assignments and tasks to test and upskill learners' knowledge, skills & behaviours.
- ▶ There are also quality assurance procedures in place to ensure teaching is of a high quality, in addition to personal development plans for all staff and a strong ethos of continuous professional development for tutors to ensure their knowledge is up-to-date.
- ▶ The most recent Ofsted report (October 2023) and associated remarks reflect this:

*"There is a logically sequenced curriculum that has a **positive impact on employers and business.**"*

*"The online training is **high quality.**"*

*"Some learners have experience already, but it is clear what they are learning is **new.**"*

*"Tutors ensure that learners develop English and mathematics knowledge and skills and apply these to their job role. For example, they can write witness testimonies to a **professional standard**, a key aspect of their job."*

*"If learners are taking functional skills exams, they get **1:1 specialist tutor support.**"*

*"Learners feel **very supported.**"*

*"Off the job is **co-ordinated with employers.**"*

In a recent survey carried out with learners, 100% of respondents rated the delivery and content of the online classroom sessions as 5 / 5. ★★★★★



ASSESSMENT:

BEHAVIOUR & ATTITUDES

- ▶ Resolve seek to encourage and support learners to behave in a professional manner, to understand & embrace diversity, to be respectful of others, as well as to attend lessons on time and submit assignments within specified time periods.
- ▶ Resolve also intend that learners' behaviours are similarly reflected in the workplace and that this will contribute to fulfilling their role and being a valuable team member.
- ▶ As well as core subjects, classroom sessions regularly include British values and how learners can incorporate this into their work and learning.
- ▶ There is a specified code of conduct for classroom sessions, and learner are expected to be respectful of each other and allow all to participate in the session. There are strict guidelines around submission of work in a timely manner.
- ▶ Resolve also have strong relationships with employers and learners to ensure communications remain open and transparent and any emerging challenges can be discussed early on. Learners are also offered extra support where necessary and tutors are accessible and approachable.
- ▶ Ofsted inspectors have remarked that:

*"Learners speak about **increasing confidence**."*

*"**Behaviours are positive** and learners are enjoying the programme."*

*"Employers feel that the **programme is having a positive effect on learners' knowledge & behaviours in work**."*

"Attendance is high."

*"Classroom sessions are **calm and inclusive**. Learners are relaxed, and they contribute and ask questions."*

ASSESSMENT: PERSONAL DEVELOPMENT

- ▶ Resolve seek to help learners develop in areas that will enrich their learning and contribute to them being confident, skilled and professional individuals so they are able to flourish in life and in work.
- ▶ To implement this, Resolve include areas in the curriculum such as self-resilience, effective communication, and presentation skills.
- ▶ Resolve also offer advice and guidance at the start of the programme on careers within the sector and towards the end of the programme.
- ▶ The employer survey undertaken in December 2023 shows that employers feel the programme helps their learners to grow in self-confidence and self-esteem and noted:

"I have seen both of my apprentice candidates grow in confidence and their own ability. Self-confidence, self-belief, self-serving, decision making, presenting, taking the lead with projects, being more vocal in wider groups."

"One of my apprentice candidates has diagnosed neurodiversity, which Resolve have been excellent in supporting and also in ensuring that this candidate is comfortable and included."

- ▶ Ofsted inspectors have remarked that:

*"Apprentices develop useful new vocational knowledge, skills and understanding and **take on additional responsibilities** at work."*

*"As an example, apprentices **independently deal with 'cuckooing' cases** and put appropriate actions in place to ensure the safety and welfare of residents."*



ASSESSMENT:

LEADERSHIP & MANAGEMENT

- ▶ Resolve have strong leadership & governance that ensures a high-quality apprenticeship programme that is compliant. There is a commitment to self-reflection & continuous improvement.
- ▶ Resolve have established, experienced and skilled Governors that meet on a regular basis to scrutinise quality and compliance. Through skilled and experienced senior leaders, Resolve are able to ensure a quality learning & assessment programme and tutors are appropriately qualified and competent.
- ▶ Resolve have an ethos of continuous professional and personal development and a commitment to effective collaboration with employers.
- ▶ Ofsted inspectors have remarked that:

*"Tutors have **extensive experience** of working in the social housing and local authority sector. Staff benefit from **appropriate professional training** including for safeguarding."*

*"Leaders ensure that tutors plan a curriculum with employers so that on- and off-the-job training are **well aligned**. This helps learners to consolidate their learning and **improve their effectiveness in the workplace**. For example, they learn about legislation relating to anti-social behaviour and how to apply for court injunctions."*

*"Senior leaders have an appropriate oversight of individual apprentice's progress. Senior leaders meet with tutors monthly to discuss learners' progress. As a result, most learners make at least their expected progress towards **developing substantial new knowledge, skills and behaviours**."*



ASSESSMENT:

SAFEGUARDING

- ▶ Resolve are committed to providing a safe and supportive environment for our learners.
- ▶ There are rigorous safeguarding processes in place, staff trained and experienced in safeguarding & wellbeing, and Resolve ensure that learners have awareness training in all aspects of safeguarding, PREVENT, online safety & complex safeguarding issues such as domestic abuse & mental health.
- ▶ Ofsted inspectors remarked that...

*"Senior leaders ensure that members of the safeguarding team are suitably qualified. They ensure that there are **appropriate safeguarding policies** and processes in place to keep learners safe."*

*"Leaders complete a range of appropriate checks when appointing new staff to make sure they are suitable to work with learners. **All staff receive appropriate training** on safeguarding and the 'Prevent' duty."*

*"Leaders make appropriate records of safeguarding concerns raised. They record concerns about learners' well-being and ensure that learners receive the appropriate support they need, including from external agencies. **Learners feel safe.** They know who to go to if they have any concerns."*

*"Learners demonstrate a **good understanding of safeguarding topics** including the local risks from radicalisation and extremism and how it applies in their job role, for example, knife and hate crime."*

*"The safeguarding training has **helped learners to manage safeguarding scenarios in their working roles.** Designated Safeguarding lead is suitably qualified. Learners get safeguarding information on induction and during the course. "*

WANT TO LEARN MORE?



THE ASB AND COMMUNITY SAFETY APPRENTICESHIP (LEVEL 4)

This Level 4 ASB & Community Safety Officer Apprenticeship is designed to develop apprentices and employees into highly-skilled and effective ASB/Community Safety Officers who will be able to further elevate and professionalise your ASB/Community Safety service.

An Apprenticeship is essentially a 'real job' with accompanying 'off-the-job' training (undertaken outside of the usual working environment but within working hours). Apprentices must work a minimum of 30 hours per week with at least 6 of these consisting of "off the job training". The Apprenticeship will normally last up to 2 years (+ 3 months for the End Point Assessment).

The programme focuses on the theories and practices needed to effectively respond to ASB & Community safety issues



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