



Primary Inspection Information for Principals



Providing Inspection Services for
Department of Education
Department for Employment and Learning
Department of Culture, Arts and Leisure

CUSTOMER
SERVICE
EXCELLENCE



INFORMATION FOR THE PRINCIPAL

The information provided is intended as guidance on the process involved in the PRIMARY INSPECTION.

TWO WEEKS PRIOR TO THE INSPECTION

The Reporting Inspector (RI) will:

- contact the Principal by telephone approximately 2 weeks before Day 1 of the inspection following the letter of notification from Inspection Services Branch (ISB);
- inform the Principal of the composition of the inspection team and confirm the dates of the inspection and the report-back arrangements;
- request that the Teacher, Support Staff and Parental/Guardian letters regarding questionnaires are distributed without delay and that all are encouraged to complete the questionnaire online;
- explain that the **Child Protection Proforma** should be signed by the Chairperson of the Board of Governors and the principal, and retained for the RI on Day 1 on the inspection;
- request that the ‘Information for Teaching and Support Staff’ booklet and the information leaflet ‘The Inspection Process – Information for Teachers and Support Staff’ is downloaded from www.etini.gov.uk
- request that the leaflet ‘The Inspection Process – Information for Governors’ is downloaded from www.etini.gov.uk and discuss the completion of the questionnaire for the Board of Governors:
- clarify the documentation **to be returned prior** to the inspection including relevant information pertaining to a **Nursery Unit, Irish Medium Education Unit and or Learning Support Centre as follows:**
 - **Basic Information Sheet (BIS)**
 - **Copies of teachers’ timetables.**
 - **Central timetables for hall, specialist teachers, visits and visitors.**
 - **Details about teaching staff. (Appendix 1)**
 - **Details and arrangements for and numbers/percentages of children with Special Educational Needs (SEN)**
- Clarify the documentation **to be available during** the inspection for example, those currently in use throughout the school including the above units:
 - **School Development Plan (SDP) and associated action plans; (the SDP may be given/sent to the RI prior to inspection by arrangement)**
 - **Child Protection and Pastoral Care Policies and ETI Pastoral Care Proforma;**

- **SEN Register and details of arrangements for SEN (including expenditure on SEN);**
- **Curriculum Policies and Planning for English (literacy) and mathematics (numeracy)**
- **Performance data on children's attainment and progress. ***
- **One set of books showing work across the curriculum for a child within the highest, middle and the lowest ability range for each class;**
- **School Prospectus;**
- **Annual Board of Governors Report; (most recent copy) and completed questionnaire for the Board of Governors;**
- **Year 6 /7 class lists;**
- **Children's assessment records and end of year reports to parents;**
- **Details of INSET (Appendix 2 and 3).**

*

With regard to statutory assessment, this refers to end of key stage assessment and schools may find the data packs supplied by the Department of Education helpful. With regard to non-statutory assessment schools are welcome to provide performance data which is used to track the attainment and progress of the children. As almost all primary schools make use of C2K Assessment Manager you may find it beneficial to select certain reports which are able to demonstrate the progress and attainment of the children who have been assessed at regular intervals through standardised tests. The key reports, which through our work, we have found to demonstrate this most clearly are the following:

1. **Stanine Review Tracking Grid**, for example for each year group from Primary 3 – 7.
2. **Recording Mark Sheet** for each year group.
3. **Analysis Mark Sheet** for each year group.
4. **Trend Analysis Graph** for each year group showing the correlation between attainment and ability.
5. **Trend Analysis Table** for each year group showing the correlation between attainment and ability.

As this information is non-statutory, it is entirely the choice of the school as to whether or not the inspection team is furnished with it and/or through these specified reports.

- establish a base room from which the inspection team can operate.

BASIC INFORMATION SHEET

The completed Basic Information Sheet (BIS) should be returned to Inspection Services Branch one week prior to inspection.

NOTES FOR GUIDANCE

SECTION A: This information is contained in the letter sent to you by Inspection Services Branch.

SECTION B: This information from previous years will be completed when you receive the document The enrolment for the current year is the figure on the day of the notification of inspection.

SECTION C: Should be based on primary and reception age enrolment only.

SECTION D:

(i) **Numbers of teachers e.g.**

Principal + 8 full-time staff = 9

Principal + 8 full-time staff + a part-time teacher with 15 hours =

$1 + 8 + 15/25 = 1 + 8 + 0.6 = 9.6$

(ii) **PUPIL TEACHER RATIO (PTR)**

Number of primary/reception aged children divided by the number of teachers in primary/reception section:

NURSERY UNIT TEACHERS SHOULD NOT BE INCLUDED

e.g. 240 children divided by 9 = 26.66 = 26.7

240 children divided by 9.6 = 25

(iii) **AVERAGE CLASS SIZE**

This is the total primary/reception enrolment – divided by the number of **classes.**

(iv) **CLASS SIZE (RANGE)**

Smallest class = 20

Largest class = 24

Range = 20 – 24

(v) ANCILLARY SUPPORT

CLERICAL

The total number of hours per week worked by official members of staff in the clerical section.

CLASSROOM ASSISTANT SUPPORT

Please enter the official number of hours allocated to school under Foundation Stage Classroom Assistant Support

The total of any additional hours added to the allocation by the school and the hours worked by classroom assistants in other categories.

(vi) STATEMENT OF SPECIAL EDUCATIONAL NEEDS

This section refers only to those pupils who have had a statement issued. You should not include those waiting to be issued.

(vii) Total percentage of children on the SEN Register.

(viii) Number of children who are not of a statutory school age.

(ix) Percentage of children entitled to free school meals.

(x) Number of families in the school.

(xi) If there is a composite class with reception children in it, please indicate the numbers of children in the other year groups.

GENERAL INFORMATION

DATES OF INSPECTION: _____

MEMBERS OF THE INSPECTION TEAM:

APPROXIMATE NUMBER OF DAYS IN SCHOOL _____

PRE-INSPECTION MEETING: (where applicable)

The Reporting Inspector will discuss and arrange an appropriate date for the pre-inspection visit and to meet the staff.

DURING THE INSPECTION:

Times have been set aside for the Reporting Inspector and/or a member of the team to meet those Governors who wish to express their views on the school.

REPORT OF INSPECTION TO:

Principal, Vice-principal (where appropriate),
the Board of Governors and
a representative of the employing authority
if invited by the school.

Date

Time

DURING THE INSPECTION

THE FIRST AND/OR SECOND DAY OF THE INSPECTION:

- The Principal may meet the inspection team at the start of the first day, for about 10-15 min to set the school in context, to outline current developments particularly relating to learning and teaching and to provide timetables, class lists and documentation. The Principal should make the team aware of fire safety regulations.
- The RI and the inspection team will review and evaluate the documentation provided by the school and undertake class visits.
- The RI will attend any requested meetings with governors/teachers/parents.
- The RI will meet with the Principal to discuss leadership and management, including the SDP, the ETI Pastoral Care Proforma, report the findings of the Teacher, Support Staff and Parental Questionnaires and advise on the Complaints Procedure.
- The RI will select at random the Year 6/7 children for the Interview Group, in consultation with the Principal, in order to conduct the Year 6 Pastoral Care and Child Protection / Healthy Eating and Physical Activity interview at some time during the inspection.
- The RI and Deputy Reporting Inspector (DRI) /Associate Assessor (AA) will meet with the Board of Governors on the first day of the inspection at 2.15 pm – 3pm.
- Members of the inspection team will meet with relevant key co-ordinators at 3:15pm – 4:00pm

The RI will maintain regular communication with the Principal throughout the inspection.

WHERE DAY 2 IS THE FINAL DAY OF INSPECTION IN THE SCHOOL

Morning: Continue classroom observation

09:00–12:30 Class visits

After lunch

13:00-13:30 Possible class visits /Discussions

13:30 -15:30 Inspection team moderation meeting held in the base room.

15:30-16:00 Oral Report-back

The structure of the oral report-back will focus on the 3 key areas:

- Achievements and Standards
- Provision for Learning
- Leadership and Management

The key findings of the inspection and area(s) (if any) for improvement will be identified. The Reporting Inspector, accompanied by a team member will provide the oral report to the Principal, Vice-principal (where appropriate) and the Chairperson of the Board of Governors and representative(s) of the Employing Authorities.

WHERE DAY 3 IS THE FINAL DAY OF INSPECTION IN THE SCHOOL

On a three-day inspection, the inspection team will carry out class visits and any remaining discussions up until lunchtime. A moderation meeting will be held in the base room in the afternoon 1.00 pm-3.30 pm. The RI and DRI will return to the school on Friday morning to carry out the oral report back.

THE REPORT: The findings are reported orally to the Principal and the Chairperson of the Governors, including a representative of the employing authority. A report will be issued to the school and will be available on the ETI website.

FOLLOW-UP PROCEDURES: Where the inspection identifies areas for improvement, the school is required to submit a written response to ETI, in accordance with the document “What Happens After An Inspection”.

ISSUE OF THE REPORT ON BOTH A 2 DAY AND 3 DAY INSPECTION

A pre-publication report will issue to the Principal to check for factual accuracy. Normally the school needs to respond to Inspection Services Branch (ISB) within 5 working days. Please return the confirmation slip to ISB.

The published report will normally issue 8 weeks after the inspection.

STAFF DETAILS

PRIMARY INSPECTION OF _____

| Teacher* | Class Taught | Number of Children** | Room | Allowance Grade | Special Responsibilities | Qualifications | Total Years Service | Years in This School |
|-----------------|---------------------|-----------------------------|-------------|------------------------|---------------------------------|-----------------------|----------------------------|-----------------------------|
| | | | | | | | | |

** Please identify any substitute teacher with (s)*

*** If more than one year group please indicate composition of class*

IN-SERVICE TRAINING

PRIMARY INSPECTION OF: _____

| Teacher | Courses Attended During Last 2 Years | Organising Authority eg ELB, College | Duration of Course |
|---------|--------------------------------------|---|--------------------|
| | | | |

USE OF SCHOOL DEVELOPMENT DAYS

| Year | <u>Course</u> | Course Provider | Cluster Group/In-school | Details of Content |
|---------------|---------------|-----------------|-------------------------|--------------------|
| Previous Year | | | | |
| Current Year | | | | |

Education and Training Inspectorate

Complaints Procedure

September 2012

THE EDUCATION AND TRAINING INSPECTORATE'S COMPLAINTS PROCEDURE

1. Introduction

1.1 The Education and Training Inspectorate (ETI) is committed to providing a high quality service to the organisations it inspects in the interests of all learners, as well as to ensuring transparency and openness in the inspection process. Occasionally you may feel that the quality of service provided to the organisations being inspected falls below the ETI's published standards of service and you may wish to let us know.¹

You may make a complaint at any stage during the inspection or up to 12 weeks from the visit or final oral report back at the conclusion of the inspection. All complaints to or about ETI are investigated thoroughly and fairly; and handled in confidence.

1.2 ETI will investigate a complaint if it is one of the following:

- a. an expression of dissatisfaction with an aspect of the work of ETI;
- b. referring to action or lack of action by ETI affecting an individual, group or organisation;
- c. an allegation that ETI has failed to observe its published procedures;
- d. an allegation that there has been unacceptable delay in dealing with a matter or about how an individual has been treated by a member of staff.

1.3 This procedure is the ETI's only mechanism for an individual or organisation to make a formal complaint about any aspect of ETI's work. The ETI will admit to being mistaken where this is clearly supported by the facts or where we agree that there are serious factual errors in our work.

1.4 During an inspection, the organisation has the opportunity to provide all of the evidence necessary for the inspection team to make its evaluations. Consequently, the ETI Complaints Procedure cannot be used to contest the professional judgements/evaluations of inspectors because their findings are unwelcome, because change is promised by the organisation at some time in the future or because changes are made after an inspection.

1.5 As an organisation being inspected by ETI, you can expect that our inspectors will provide the highest standards of service and uphold the highest professional standards in their work. ETI seeks to work positively, professionally and productively with all the organisations that it inspects. It is important, therefore, that inspectors and the organisations that they inspect establish and maintain appropriate working relationships based on the highest professional standards and mutual respect.

¹ In drafting this Complaints Procedure account has been taken of the guidance contained in the Parliamentary and Health Service Ombudsman's publication, "Ombudsman's Principles."

The professional standards required from inspectors and those we inspect are set out in The Charter of Inspection.²

2. Implementing the Complaints Procedure

2.1 If a difficulty arises before/during/after an inspection or a visit by an inspector, how does a teacher/lecturer/support staff member, leader or Chair of Governors/Management Committee raise a concern?

2.1.1 Complaint Resolution: Informal Complaint Stage

In most circumstances an issue should be resolved at an informal level. If you wish to express a concern about a difficulty which has arisen during an inspection or a visit by an inspector:

- The concern, in the first instance, should be raised with the Reporting Inspector (RI), or the Inspector if it is an inspection visit, as soon as possible. In the unlikely event that the complaint is about the RI then this should be raised with the Deputy Reporting Inspector (DRI) in the first instance.
- The RI/DRI, working with the inspector if appropriate, will work to resolve the matter as soon as possible, preferably during, or immediately following the inspection.

2.1.2 Complaint Resolution: Stage 1 Formal Written Complaint

If it has not been possible to resolve your concerns informally, you may decide to make a formal complaint. If a formal complaint is raised by a teacher/lecturer/member of support staff, the leader of the organisation and/or the Chair of Governors/Management Committee must be informed. A formal complaint can be made in writing, using the form in Appendix 1 at any stage during an inspection or up to 12 weeks from the date of the visit or the final formal oral report back at the conclusion of the inspection. The completed complaint form should be sent to:

Complaints
Inspection Services Branch
Rathgael House
43 Balloo Road
BANGOR
Co Down
BT19 7PR

or e-mailed to inspectionsservices@deni.gov.uk

The ETI will acknowledge your written complaint upon receipt. It is important that you set out clearly the context of and the reasons for your complaint using the complaint form. The complaint needs to be concise.

ETI will not normally delay publishing an inspection report while it investigates a complaint. This is to ensure that the educational stakeholders and parents and guardians associated with the organisation which has been inspected are able to receive a copy of the ETI inspection report within its published timescales. It is also to enable the organisation to begin work on addressing any areas for improvement as quickly as possible.

² The Charter of Inspection 2012

Your complaint will be investigated thoroughly by the investigating officer who will have had no previous involvement with the case. Along with consideration of any evidence you provide, this investigation will involve contact with the individual inspector or inspection team whose work or report is being complained about, to ask for their views. You should receive a written response within 20 working days from the date your complaint is received by Inspection Services Branch. We will work to ensure that a substantive response is provided to all issues raised in your complaint. The response to you, will include:

- the outcome of the investigation indicating whether we have upheld, partially upheld or not upheld your complaint;
- where we have upheld or partially upheld your complaint, what action we are taking to address the issue and to make sure it does not happen again; and
- what you can do if you disagree with our decision (also note 2.1.3).

Where someone working for us has been the subject of your complaint, we will share a copy of our response with them.

If you decide to start legal proceedings against ETI while it is considering your complaint, ETI will reserve the right to suspend the complaints procedure, to avoid any confusion about the process being followed.

2.1.3 Complaint Resolution: Stage 2: Internal Review

If, after Stage 1 of the procedure has been completed, you are unhappy with the way in which we have investigated your complaint, or you feel the outcome is unfair or incorrect, the next step is to ask us to review the way in which your complaint was investigated and dealt with. If an internal review is requested by a teacher/lecturer/member of support staff, the leader of the organisation and/or the Chair of Governors/Management Committee must be informed. You should write again to Complaints at Inspection Services Branch to ask for your complaint to be reviewed, within 20 days from the date of the ETI response relating to Stage 1. We will acknowledge your letter upon receipt. Your letter should:

- outline clearly the reasons why you are not satisfied with the investigation and/or outcome;
- provide any supporting evidence you feel appropriate; and
- tell us what you would like us to do.

The Chief Inspector will assign an investigating officer, normally a managing inspector, to look at your request and carry out a review of the handling of the Stage 1 process of your complaint. This officer will have had no previous involvement in the case. This Internal Review will consider whether the original complaint was handled fairly and properly, and whether the matters raised were responded to fully and appropriately, based on the available evidence. The Chief Inspector will normally respond to you within 20 working days and will tell you:

- whether the previous investigation was thorough, fair and objective;
- whether the Internal Review upholds the outcomes of the previous investigation, or amends or rejects them;

- what actions, if any, will be taken as a result of the Internal Review; and
- what you can do if you are not satisfied with the outcome of the Internal Review (also note 3.1).

3. The Assembly Ombudsman for Northern Ireland

3.1 If you are still not satisfied after completing our complaints procedure, you can refer the complaint to The Assembly Ombudsman for Northern Ireland. It is important also to note that complaints referred to The Assembly Ombudsman for Northern Ireland require the sponsorship of a Member of the Legislative Assembly (MLA) before any further investigation is carried out.

The Assembly Ombudsman for Northern Ireland is entirely independent and can investigate complaints of maladministration against government departments and agencies. The Assembly Ombudsman for Northern Ireland, will expect complainants to have made full use of the ETI's complaints procedures. Information on referring a complaint to the Ombudsman is available on the Ombudsman's website.

Email: ombudsman@ni-ombudsman.org.uk

Website: www.ni-ombudsman.org.uk

EDUCATION AND TRAINING INSPECTORATE

COMPLAINT RESOLUTION - STAGE 1 OR STAGE 2 (*indicate which stage the submission relates to*)

COMPLAINT FORM Please provide specific details on the nature of your complaint

SECTION 1 – Contact Details

| | | |
|---|----------------|--------------------|
| Surname: | | Mr/Mrs/Miss/Ms/Dr: |
| Forenames: | | |
| Your address: | | |
| | | Postcode: |
| Name of organisation: | | |
| Address of organisation: | | |
| | | Postcode: |
| Email: | | |
| Telephone: | Home: Work: | Mobile: |
| Dates of inspection or visit by an Inspector: | | |
| Reporting Inspector's or Inspector's Name: | | |

SECTION 2 – About Your Complaint

2a What or whom do you wish to complain about? – tell us when it happened.

Outline the background to the complaint and give a brief description of what you think the Education and Training Inspectorate failed to do, or did wrongly. If there is not enough space here, please continue your comments on a separate piece of paper and attach it to the form. If appropriate, please enclose copies of any other correspondence you have had with the Education and Training Inspectorate on this matter.

2b What evidence can you provide to support your complaint?

2c Let us know what you have done about this up until now, and of any responses you have received.

2d What you would like the Education and Training Inspectorate to do?

SECTION 3 – Declaration

Please sign the statement below

I wish to register a formal complaint/request an Internal Review with the Education and Training Inspectorate (Please delete as appropriate).

Signed:

Date:

If you are a teacher/lecturer/member of support staff, please confirm below that the leader of the organisation and/or the Chair of Governors/Management Committee has been informed.

I have informed the leader of the organisation and/or the Chair of Governors/Management Committee that I have submitted this formal complaint/request for an Internal Review (Please delete as appropriate).

Signed:

Please send this completed form to:

**Complaints
Inspection Services Branch
Rathgael House
43 Balloo Road
BANGOR
Co Down
BT19 7PR**