

BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

Short Course Provider (SCP) Full Inspection

ORGANISATION: Reception Academy

ADDRESS: Coppergate House
16 Brune Street
London
E1 7NJ

HEAD OF ORGANISATION: Martin Hartmann

DATE OF INSPECTION: 19 and 20 May 2014

ACCREDITATION STATUS AT INSPECTION: Unaccredited

DECISION ON ACCREDITATION:

- Accreditation awarded for the full four-year period.
- Decision on accreditation deferred.
- Award of accreditation refused.

Date: 10 Jul 2014

PART A - INTRODUCTION

1. Background to the organisation

Reception Academy was established in January 2008 and teaching commenced in January 2010. Its purpose is to assist applicants seeking employment in the hotel industry to gain the necessary skills required to obtain front of house jobs. The Academy has made steady progress over the last six years and has adopted an incremental approach to expanding its business. This has paid dividends, in that it has now established its brand in the market and employers searching for staff are regular users of the Academy's website, which carries complete profiles of all its students seeking to move into the hotel industry. The latest survey shows that the Academy has a very high success rate in assisting its graduates to find employment. The Academy is located in modern serviced offices close to Commercial Road and Aldgate East underground station in East London. Having established its presence in the London market and recognising the success of its high quality training programmes, senior managers are considering entering other markets with the current focus on Dubai and New York.

2. Brief description of the current provision

The Academy's major focus is on the provision of face-to-face short courses. Its major course is a four-week or nine weekends Hotel Receptionist programme which attracts approximately 60-72 students per month. They are taught in groups of 12 and these courses are highly interactive. This course also teaches students how to operate the OPERA V5 property management system that is embedded in hotels worldwide. Courses of one week's duration also are offered in Hospitality Management and Hotel Procedures. There is a two-week Hotel Reservations Agent course and a ten-week, one day a week course on becoming a supervisor. The Academy's reputation though has largely been established as a result of the success of the Hotel Receptionist & OPERA V5 courses. There are a small number of on-line courses centred on specific skills such as telephone and message handling that are useful in the hotel and call centre industries but the overwhelming focus is on the face-to-face programmes.

3. Inspection process

The inspection was carried out over two days by one inspector. Meetings were held with senior managers, administrators and trainers as well as with a group of 11 students. Documents were examined and four classroom observations were carried out. Before the visit, the inspector had been provided with first class documentation and a very detailed self evaluation of the Academy's strengths and weaknesses.

PART B - JUDGEMENT AND EVIDENCE

The following judgements and comments are based upon evidence seen by the inspector(s) during the inspection and from documentation provided by the provider.

INSPECTION AREA - MANAGEMENT, STAFFING AND ADMINISTRATION

1. The provider is effectively managed

- | | | |
|-----|---|---|
| 1.1 | The management structure is clearly defined, documented and understood, including the role and extent of authority of any owners, trustees or governing body. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 1.2 | The head of the provider and other senior managers are suitably qualified and experienced, understand their specific responsibilities and are effective in carrying them out. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 1.3 | There are clear channels of communication between the management and staff and those working at the delivery venue/s. | <input checked="" type="radio"/> Yes <input type="radio"/> No |

This standard is judged to be: Met Partially Met Not Met

Comments

The Academy's management team has extensive experience gained from many years of working at some of the leading hotels in Europe and in sales and marketing. They are highly professional in their approach to running the business. They insist on very high standards from their employees and also their students. They exude a 'can do' mentality which is very important in the hotel industry and indeed in any business. There are very clear channels of communication. In essence there are two groups of staff: those working on sales and marketing and those delivering the courses and liaising with the hotel industry.

2. The administration of the provider is effective

- | | | |
|-----|---|---|
| 2.1 | Administrators are suitably qualified or experienced and understand their specific responsibilities and duties. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 2.2 | The size of the administrative team is sufficient to ensure the effective day-to-day running of the provider. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 2.3 | The administrative support available to the management is clearly defined, documented and understood. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 2.4 | Policies, procedures and systems are well documented and effectively disseminated across the provider. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 2.5 | Data collection and collation systems are effective. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 2.6 | Administrative offices are adequate in size and resources for the effective administration of the provider. | <input checked="" type="radio"/> Yes <input type="radio"/> No |

This standard is judged to be: Met Partially Met Not Met

Comments

Administrators are well trained and highly qualified to carry out their tasks. Job descriptions are very detailed and the systems supporting every dimension of the Academy's work are first class. Electronic systems are used to monitor student progress and attendance, and hardcopy files exist for every member of staff containing documentation that meets all UK employment requirements.

3. The provider employs appropriate managerial and administrative staff

- 3.1 There are appropriate policies and effective procedures for the recruitment and continuing employment of suitably qualified and experienced staff. Yes No
- 3.2 Experience and qualifications claimed are verified before employment. Yes No
- 3.3 There is an effective system for regularly reviewing the performance of staff. Yes No

This standard is judged to be: Met Partially Met Not Met

Comments

Staff are appointed after a detailed interview process, with candidates having to deliver mock training sessions. Qualifications are verified and the organisational work ethic and company expectations explained in some detail. There is an annual review procedure for staff and ongoing performance checks. The two partners that established the business do not have formal annual appraisals and the Academy may wish to consider bringing these senior members of staff within the personal development review process.

4. Publicity material, both printed and electronic, gives a comprehensive, up-to-date and accurate description of the provider and its programmes

- 4.1 Text and images provide an accurate depiction of the provider's location, premises, facilities and the range and nature of resources and services offered. Yes No
- 4.2 Information on the courses available is comprehensive, accurate and up to date. Yes No

This standard is judged to be: Met Partially Met Not Met

Comments

4.2 The Academy has an extremely informative website that contains up-to-date information about all its courses and pricing for 2014. Students confirmed that they found the website reassuring and extremely helpful. Students also made some constructive, albeit minor, suggestions as to how the website might be further enhanced: for example, by providing a little more clarity in respect of additional costs such as having to buy a suit for role playing.

5. The provider takes reasonable care to recruit and enrol suitable participants for its courses

- 5.1 Entry requirements for each course, including those relating to language ability, are set at an appropriate level and clearly stated in the course descriptions seen by prospective participants. Yes No NA
- 5.2 A formal application process ensures that participants meet the entry requirements and any claimed qualifications are verified. Yes No NA
- 5.3 The provider replies to all application enquiries promptly and appropriately and briefs all stakeholders properly on the nature and requirements of its programmes. Yes No NA
- 5.4 Any overseas recruitment agents are properly selected, briefed, monitored and evaluated. Yes No NA

This standard is judged to be: Met Partially Met Not Met

Comments

There are no formal entry requirements for the four-week course, other than an ability to communicate effectively in English. There is a formal application process with direct communication between the admissions team and prospective applicants. UK applicants are invited to visit the Academy to discuss their applications and also to view the facilities. Approximately 75% of students are from mainland Europe and have good English language skills. Given the importance of having good English language competence, the Academy might wish to consider holding Skype interviews with applicants for whom English is not their first language. Students were very complimentary about the application and induction processes.

6. There is an appropriate policy on participant attendance and effective procedures and systems to enforce it

- 6.1 There is a clear and published policy on participant attendance and punctuality. Yes No
- 6.2 Accurate and secure records of attendance and punctuality at each session are kept for all participants, collated centrally and reviewed. Yes No NA
- 6.3 Participant absences are followed up promptly and appropriate action taken. Yes No

This standard is judged to be: Met Partially Met Not Met

Comments

Classes often commence at 7:30 am and, over the four-week period of each course, students must attend daily unless there is a valid reason for non-attendance. Students missing four sessions over this period without authorisation will not be entitled to a Certificate of Completion. With numbers in each course being limited to 12, it is easy for the trainers to identify non-attendees and there is an immediate follow-up in an endeavour to discover the reasons for absence. Accurate on-line records are kept detailing attendance patterns as well as logging progress throughout the course.

7. The provider regularly obtains and records feedback from participants and other stakeholders and takes appropriate action where necessary

- 7.1 The provider has effective mechanisms for obtaining feedback from participants and other stakeholders (such as staff, partner providers and employers) on all aspects of the provider's provision, including formal participant representation where appropriate. Yes No
- 7.2 Feedback is obtained, recorded and analysed on a regular basis. Yes No
- 7.3 The feedback is reviewed by management and action is taken where necessary. Yes No
- 7.4 There is a mechanism for reporting on the provider's response to the feedback to the participant body. Yes No

This standard is judged to be: Met Partially Met Not Met

Comments

The Head of the Academy (designated Company Director) has weekly meetings with representatives from the hotel industry, the purpose of which is to obtain information about the performance of graduates from the courses and to keep abreast of the latest developments in the industry, thus ensuring that the courses always deliver what is considered industry best practice. In addition, the Academy produces a detailed end-of-year report which shows how feedback has been actioned. An example from the last report is the appointment of an 'After Care Support Manager' before July 2014. The Academy seeks and receives feedback from graduates and this results in the Academy being aware of how many of their graduates are in employment. However, the management may wish to consider holding 'exit' interviews with a representative sample of graduates as they leave the course. This would provide the Academy with up-to-the-minute information about the programme they have just completed.

8. The provider has effective systems to review its own standards and assess its own performance with a view to continuing improvement

- 8.1 There are effective systems for monitoring and periodically reviewing all aspects of the provider's performance. Yes No
- 8.2 Reports are compiled which present the results of the provider's reviews and incorporate action plans. Yes No
- 8.3 Action plans are implemented and regularly reviewed. Yes No

This standard is judged to be: Met Partially Met Not Met

Comments

There is a detailed Company Action Plan for 2014 that identifies improvement areas, the action planned, by whom and by when. For example, social media platforms will be updated/revised based upon current trends and new website design by early summer. Please also see section 7 above.

INSPECTION AREA - TEACHING, LEARNING AND ASSESSMENT

9. Programme management is effective

- 9.1 There is a suitably qualified and experienced programme manager or management team with responsibility for teaching, learning and assessment and the management of the body of trainers. Yes No NA
- 9.2 Classes are timetabled and rooms allocated appropriately for the courses offered. Yes No NA
- 9.3 The allocation of trainers to classes provides for a consistent learning experience and delivery is monitored to ensure consistency. Yes No NA
- 9.4 There is an appropriate policy and effective procedures for the acquisition of teaching and learning resources. Yes No NA

This standard is judged to be: Met Partially Met Not Met

Comments

The Company Director has overall responsibility for the management of the Academy and has 16 years of experience of working in the hotel industry internationally and in the UK. The Academy has a strong team of trainers that have extensive industry and training experience and provide the necessary continuity for effective learning in an intensive course environment.

10. The courses are planned and delivered in ways that enable participants to succeed

- 10.1 Courses are designed and delivered in ways that allow participants to develop the knowledge and skills which will be required for final examinations or assessments or which meet stakeholders' requirements. Yes No NA
- 10.2 Lessons and assessments maintain an appropriate focus on any assessment objectives or statement of learning outcomes established by the awarding body. Yes No NA
- 10.3 Formative assessments appropriately reflect the nature and standards of summative examinations. Yes No NA
- 10.4 Participants are encouraged and enabled to develop independent learning skills. Yes No NA
- 10.5 The academic backgrounds and particular needs of participants are taken into account in the classroom delivery of the course. Yes No

This standard is judged to be: Met Partially Met Not Met

Comments

Students are required to participate in 'mock' assessments and examinations prior to the final assessments in the last week of the four-week hotel reception course. All candidates are awarded a Certificate of Attendance and, providing attendance requirements have been fulfilled and the assessments submitted, a Certificate of Completion. The success rate of Academy graduates in obtaining employment bears testimony to the quality of the tuition and the appropriateness of course design and delivery.

11. Trainers are suitable for the courses to which they are allocated and effective in delivering them

- 11.1 Trainers are appropriately qualified and experienced. Yes No
- 11.2 Trainers have a level of subject knowledge, pedagogic and communicative skill which allows them to deliver the content of courses effectively. Yes No
- 11.3 The appraisal procedures for trainers incorporate regular classroom observation. Yes No
- 11.4 Trainers are supported in their continuing professional development and enabled to develop further pedagogic techniques to enhance the learning of participants. Yes No
- 11.5 Trainers respond to different learning needs of participants where appropriate, taking various learning styles into account in their planning and delivery of lessons. Yes No
- 11.6 Trainers employ effective strategies to involve all participants in active participation and to check their understanding of concepts and course content. Yes No

This standard is judged to be: Met Partially Met Not Met

Comments

There is active participation by the students almost from day one. The trainers insist that all students in each class of 12 participate in the training sessions that replicate front of house situations that one would find in busy hotels across the world. Communication and inter-personal skills are constantly being assessed in these training sessions. Theory and practice go hand-in-hand. All the trainers are appropriately qualified in the sense of having extensive hotel industry experience and the Academy's management is now proposing as part of the 2014 Personal Development Programme to send all trainers on courses that will result in them gaining formal trainer qualifications.

12. The provider provides participants and trainers with access to appropriate resources and materials for study

This standard is judged to be: Met Partially Met Not Met

Comments

The interactive sessions are held in two of the rooms that have been designed to include hotel reception desks complete with computers that are programmed with the hotel industry standard property management software. Documents and slides used in the theory sessions are forwarded to students via email.

13. Participants receive appropriate assessment and feedback on their performance and progress, which are effectively monitored

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|--|--|
| 13.1 Feedback is given to individual participants tailored to meet their specific needs and constructive in its nature and delivery. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 13.2 Courses are planned to include a schedule of assessments, the procedures and criteria for which are available in writing and in advance to participants and trainers. | <input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA |
| 13.3 Assessment outcomes are monitored to enable the identification of participants who are not making satisfactory progress and prompt intervention where appropriate. | <input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA |
| 13.4 Participants are made aware of how their progress relates to their targeted level of achievement. | <input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA |
| 13.5 Additional support or advice on alternative courses is provided to participants who are judged not to be making sufficient progress to succeed. | <input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> NA |
| 13.6 Participants have appropriate access to trainers outside class time. | <input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA |

This standard is judged to be: Met Partially Met Not Met

Comments

There are video assessments and pre-examination tests. Students have one-to-one feedback sessions with the trainers. Trainers will supplement these face-to-face sessions with written comments on a newly introduced "In Course Feedback Form."

14. The provider offers courses leading to accredited awards granted by recognised awarding bodies wherever appropriate

This standard is judged to be: Met Partially Met Not Met NA

Comments

The Academy is satisfied that its own programmes meet industry standards and this is confirmed both by feedback from former students and representatives from the hotel industry. The management has considered seeking accreditation from an awarding body, but at the moment believes that to do so would mean changing course content to something that might be far less industry specific. Given the success of the four-week course, there is no pressure on the Academy to seek an awarding body accreditation.

15. There is a clear rationale for courses leading to unaccredited or internal awards

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|--|--|
| 15.1 There is a clear statement of the level claimed relative to the NQF/QCF and evidence that participants who receive the award meet the stated requirements for that level. | <input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> NA |
| 15.2 There is evidence of the extent to which the awards are accepted for the purposes of employment or further study. | <input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA |
| 15.3 External moderators are involved in the assessment process where appropriate. | <input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA |

This standard is judged to be: Met Partially Met Not Met NA

Comments

External assessors from the hotel industry participate in the examination process. The Academy has a proven track record in placing its graduates in jobs within a very short time of leaving the course. Senior management intends to link its major programme with NQF/QCF levels at some stage in the future.

16. There are satisfactory procedures for the administration of examinations and other means of assessment

- 16.1 The provider complies with the requirements of the relevant awarding bodies in terms of examination security and administration where appropriate. Yes No NA
- 16.2 For internal assessments and awards, there are effective systems in place for examination security and administration, and clear procedures for participants to appeal against their marks. Yes No NA

This standard is judged to be: Met Partially Met Not Met NA

Comments

There are very clear examination and appeal policies in place, although there is no formal pass or fail regime. In addition to the Certificates of Attendance and Completion, all students receive a document which lists their marks in the examinations from 100 down to zero. This can then be used when seeking employment to attest to their performance on the course.

INSPECTION AREA - PARTICIPANT WELFARE

17. Participants receive pastoral support appropriate to their age, background and circumstances

- 17.1 There is at least one named staff member responsible for participant welfare who is suitably trained, accessible to all participants and available to provide advice. Yes No NA
- 17.2 Participants receive appropriate advice before the start of the programme. Yes No
- 17.3 Participants receive an appropriate induction and relevant information at the start of the programme. Yes No
- 17.4 Participants are issued with a contact number for out-of-hours and emergency support. Yes No NA
- 17.5 The provider has policies in place to avoid discrimination and a published procedure for dealing with any abusive behaviour. Yes No

This standard is judged to be: Met Partially Met Not Met

Comments

The small numbers on each course and the intensive nature of the programmes means that all students have daily contact with the trainers and management. Students are encouraged to discuss any problems they may have with whomsoever they believe to be the most appropriate person to help resolve the issue. All students receive a handbook that contains a 'charter' commitment to the students on a number of issues including equal opportunities, conduct, complaints, equality, diversity and discipline. All students are entitled to a confidential interview if they feel they need additional support from the Academy and as a consequence a support plan may be developed. There is also a dedicated student support email system and the Academy guarantees to answer all queries within 48 hours.

18. International participants are provided with specific advice and assistance

- | | |
|---|---|
| 18.1 International participants receive appropriate advice before their arrival on travelling to and staying in the UK. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 18.2 International participants receive an appropriate induction upon arrival covering issues specific to the local area. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 18.3 Information and advice specific to international participants continues to be available throughout the course of study. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 18.4 Provision of support takes into account cultural and religious considerations. Where possible, participants have access to speakers of their own first language. | <input checked="" type="radio"/> Yes <input type="radio"/> No |

This standard is judged to be: Met Partially Met Not Met NA

Comments

19. The fair treatment of participants is ensured

- | | |
|--|---|
| 19.1 Participants apply for and are enrolled on courses under fair and transparent contractual terms and conditions. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 19.2 Participants have access to a fair complaints procedure of which they are informed in writing at the start of the course. | <input checked="" type="radio"/> Yes <input type="radio"/> No |

This standard is judged to be: Met Partially Met Not Met

Comments

Students confirmed that they had no complaints about their contractual relationship with the Academy. A Fair Complaints Procedure is published and updated annually and monthly team meetings review the Academy's relationship with their course participants.

20. Where residential accommodation is offered, it is fit for purpose, well maintained and appropriately supervised

- | | |
|---|---|
| 20.1 Any residential accommodation is clean, safe and of a standard which is adequate to the needs of participants. | <input type="radio"/> Yes <input checked="" type="radio"/> No |
| 20.2 Any residential accommodation is open to inspection by the appropriate authorities, including Ofsted where participants under 18 are accommodated. | <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA |
| 20.3 Clear rules and fire, health and safety procedures are in place, with appropriate precautions taken for security of participants and their property. | <input type="radio"/> Yes <input checked="" type="radio"/> No |
| 20.4 A level of supervision is provided appropriate to the needs of participants. | <input type="radio"/> Yes <input checked="" type="radio"/> No |
| 20.5 Separate accommodation blocks are provided for participants under 18. | <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA |

This standard is judged to be: Met Partially Met Not Met NA

Comments

The Academy does not offer any residential accommodation but, if requested, will advise applicants on the availability of local accommodation.

21. Where home-stay accommodation is organised, the welfare of participants is ensured and the provider's relationship with hosts is properly managed

- 21.1 Due care is taken in selecting home-stay accommodation which both provides a safe and comfortable living environment for participants and is appropriately located for travel to the provider and back. Yes No
- 21.2 Any home-stay accommodation is inspected before participants are placed and is subject to regular re-inspection by a responsible representative or agent of the provider. Yes No
- 21.3 The provider has appropriate contracts in place with any hosts, clearly setting out the rules, terms and conditions of the provision. Yes No
- 21.4 Appropriate advice and support is given to both hosts and participants before and during the placement. Yes No
- 21.5 Clear monitoring procedures are in place with opportunities for participant feedback and prompt action taken in the event of problems. Yes No

This standard is judged to be: Met Partially Met Not Met NA

Comments

The Academy does not provide home-stay accommodation.

22. The provider provides an appropriate social programme for participants and information on leisure activities in the area

- 22.1 Participants are provided with appropriate information on opportunities for participation at events and other leisure activities which may be of interest. Yes No
- 22.2 The social programme is responsive to the needs and wishes of participants. Yes No NA
- 22.3 Any activities within the social programme have been chosen with consideration for their affordability by the majority of participants. Yes No NA
- 22.4 Any activities organised by the provider are supervised by a responsible representative with suitable qualifications and experience. Yes No NA

This standard is judged to be: Met Partially Met Not Met NA

Comments

Given the intensive nature of the four week training programme, there is no demand for a social programme.

INSPECTION AREA - PREMISES AND FACILITIES

23. The provider has secure possession of and access to its premises

- 23.1 The provider has secure tenure on its premises. Yes No NA
- 23.2 Where required, the provider has access to suitable external premises for training purposes of a temporary or occasional nature. Yes No NA

This standard is judged to be: Met Partially Met Not Met

Comments

The Academy is based in Coppergate House, a modern serviced office building. The Academy leases rooms in the building and has been doing so since 2009.

24. The premises provide a safe, secure and clean environment for participants and staff

- 24.1 Access to the premises is appropriately restricted and secured. Yes No
- 24.2 The premises are maintained in an adequate state of repair, decoration and cleanliness. Yes No
- 24.3 There are specific safety rules in areas of particular hazard (e.g. science laboratories), made readily available to participants, staff and visitors. Yes No NA
- 24.4 General guidance on health and safety is made available to participants, staff and visitors. Yes No
- 24.5 There is adequate signage inside and outside of the premises and notice boards for the display of general information. Yes No
- 24.6 There is adequate circulation space for the number of participants and staff accommodated, and a suitable area in which to receive visitors. Yes No
- 24.7 There are toilet facilities of an appropriate number and level of cleanliness. Yes No
- 24.8 There is adequate heating and ventilation in all rooms. Yes No

This standard is judged to be: Met Partially Met Not Met

Comments

The front door of the building is locked; visitors and course participants have to speak to a receptionist via an entry phone before being admitted to the building. At the time of the inspection, certain parts of the building were being refurbished but that did not impact upon the rooms used by the Academy. Health and safety posters are displayed and regular audits and risk assessments take place.

25. Training rooms and other learning areas are appropriate for the courses offered

- 25.1 Training rooms and other learning areas provide adequate accommodation in size and number for the classes allocated to them. Yes No
- 25.2 Training rooms and any specialised learning areas (e.g. laboratories, workshops, studios) are equipped to a level which allows for the effective delivery of each course. Yes No NA
- 25.3 There are facilities suitable for conducting the assessments required on each course. Yes No NA

This standard is judged to be: Met Partially Met Not Met

Comments

The training rooms are designed to replicate an hotel reception area. The rooms are well equipped and fit for purpose.

26. There are appropriate additional facilities for participants and staff

- 26.1 Participants have access to sufficient space and suitable facilities for private study, including library and IT resources. Yes No NA
- 26.2 Trainers have access to sufficient personal space for preparing lessons, marking work and relaxation. Yes No NA
- 26.3 Participants and staff have access to space and facilities suitable for relaxation and the consumption of food and drink where appropriate. Yes No NA
- 26.4 Participants and staff have access to storage for personal possessions where appropriate. Yes No NA
- 26.5 There are individual offices or rooms in which trainers and senior management can hold private meetings and a room of sufficient size to hold staff meetings. Yes No

This standard is judged to be: Met Partially Met Not Met

Comments

26.1 The Academy is considering leasing another room, should one become available in the building, that can be used as a library or IT resource room. One of the rooms can be used for private study when not in use as a training room.

The Academy has a small number of lockers available for staff and student use.

A drinks and snack machine is provided in one of the training rooms.

COMPLIANCE WITH STATUTORY REQUIREMENTS

Declaration of compliance has been signed and dated.

Yes No

PART C - SUMMARY OF STRENGTHS AND ACTION POINTS

Numbering of action points aligns with that of the minimum standards

MANAGEMENT, STAFFING AND ADMINISTRATION

Provider's strengths

- * Management and Trainers have extensive hotel industry experience.
- * Very effective organisational structure with very clear lines of communication.
- * Professional approach to all aspects of the Academy's work.

Actions required	Priority H/M/L
4.2 The Academy should consider making minor adjustments to its website to clarify for applicants what costs, other than course fees, they may face as a result of joining the Academy.	<input type="radio"/> High <input type="radio"/> Medium <input checked="" type="radio"/> Low

TEACHING, LEARNING AND ASSESSMENT

Provider's strengths

- * The inter-active nature of the classes indicating an appropriate pedagogical approach for this type of intensive training programme.
- * Highly professional and enthusiastic trainers.

Actions required	Priority H/M/L
None.	<input type="radio"/> High <input type="radio"/> Medium <input type="radio"/> Low

PARTICIPANT WELFARE

Provider's strengths

- * The Academy's very successful after care support in helping students to obtain employment.

Actions required	Priority H/M/L
None.	<input type="radio"/> High <input type="radio"/> Medium <input type="radio"/> Low

PREMISES AND FACILITIES

Provider's strengths

- * Modern office building with very well equipped training facilities.

Actions required	Priority H/M/L
26.1 The Academy should continue to investigate the use of an additional room as a library or IT resource room.	<input type="radio"/> High <input type="radio"/> Medium <input checked="" type="radio"/> Low

RECOMMENDED AREAS FOR QUALITY IMPROVEMENT

- * Consideration should be given to holding Skype interviews with applicants for whom English is not their first language.
- * The Academy may wish to consider offering students on-site printing facilities.

* The Academy might consider obtaining feedback from students as they exit the course, rather than rely solely on ex post facto survey information.

* It is recommended that the Academy creates a social media policy and adds it to the existing list of Academy policies.

* It is recommended that when the Academy updates its application form it takes the opportunity to include an invitation for applicants to reveal personal information for example any learning needs or disabilities.

COMPLIANCE WITH STATUTORY REQUIREMENTS