

BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

Short Course Provider (SCP) Full Inspection

ORGANISATION: Pamela Steele Associates Ltd

ADDRESS: Prama House
267 Banbury Road
Oxford
OX2 7HT

HEAD OF ORGANISATION: Pamela Steele, Director/Owner

DATE OF INSPECTION: 24 and 25 June 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

1. Background to the organisation

The Director/sole-Owner has very recently (May 2013) incorporated Pamela Steele Associates Limited (PSA) to provide consultancy and training to support sustainable aid supply-chain development in developing countries. At this early stage, the Director has taken personal responsibility for all of the major business, administration, and academic roles: policy, information technology, marketing, trainee recruitment and registration, academic content and tutors, quality control, welfare, health and safety, and administration. However, all financial and legal matters have been delegated to two local Oxford firms, and temporary, part-time administrative support is provided via Oxford Interns. In particular, one of the Interns is acting as Training Coordinator, and team-teaches with the Director, as well as continuously monitoring trainee and course progress to provide daily feedback. This Coordinator also has responsibility for daily trainee-registration.

The Director is a very experienced practitioner both in the field and in supporting international organisations with help and advice to improve the outcome of the provision of aid via appropriate development of the supply chain. As a consequence, the Director has accumulated a network of contacts to support and to help in delivery of her undoubted knowledge, skills and expertise in the subject matter of aid delivery, and in training. This support and help is currently available both at international and at local levels: local in the UK and, in particular, at Oxford where the University Department Careers Office has identified temporary, part-time Internees with appropriate skills, experience, and enthusiasm to support this work under the UK Government Intern scheme. Typically, the Interns are at postgraduate, masters, or doctorate levels, but some, acting as consultants, are at lecturer or professorial levels. All Interns are paid according to their relevant experience and skills. The Director thought it very likely that a permanent Administrator would be appointed in the near future.

The PSA office and training facility has been set up at Summertown, Oxford within one of the eight Clarendon Business Centres (CBC). CBC provides flexible business, training, and conference space, with a variety in provision and in contracts to suit the customer. This provision includes reception, security, a mix of office/meeting/training space sizes, virtual office options, secretarial and telephone support, supply of tea/coffee/lunch options, ordering taxis, and local information. In addition, there is modern office technical provision with telephone lines, internet, Wifi, facsimile, photocopying, and shredding. CBC can also provide ICT teaching equipment. CBC premises are, typically, recently completely refurbished, well maintained, commercial properties, which are smart, spacious, well lit and well heated, and with air conditioning. The Summertown CBC occupies the whole of the first and second floors within a three storey building, where the ground floor is occupied by a range of different retail shops. A modern lift serves all floors, and is monitored as part of the comprehensive CCTV security system.

PSA currently occupies one relatively small office on the second floor, and has access to additional rooms as required for training and for meetings. PSA accesses all the routinely available technical facilities, and makes use of CBC's reception, secretarial and telephonist options as required, with the additional services of tea/coffee/lunches during training sessions.

The CBC Summertown office is located on the north-bound main road from central Oxford to Banbury, on the northern edge of the Oxford area known as Summertown. This is about two miles north of central Oxford city and the main-line railway station. Summertown is rich in the variety of shops, restaurants, and small hotels. Local and long distance buses (including a Park&Ride service) pass along the main Banbury Road. London-Oxford airport is about 5miles to the north, and is served by local buses. More generally, Summertown is a well serviced, residential area, with small local businesses, shops, schools, and places of worship.

Increased business can be accommodated readily, the necessary technical services are routinely available and maintained without capital investment, and there is a readily available source of appropriately skilled staff and expertise, not only in administration, but also in international affairs and aid matters in general: for example Oxfam's headquarters is located in Oxford, and the University is also a substantial resource.

2. Brief description of the current provision

PSA currently offers consultancy and short course (five to ten days) training. The area of expertise offered is sharply focused on Supply Chain Capacity Development of aid provision for developing countries. The inspector discussed the level of the training provision with the Director and the Training Coordinator, and agreed that, academically, it was about masters level (FHEQ level 7, and possibly level 8), and that the breadth of knowledge and skills was extensive.

Trainees are each contacted after a few months back in the field and asked to report on their progress. They are offered mentoring and encouraged to mentor their colleagues, to participate in support networking, and to become involved in an e-forum to share their experiences and skills. Subsequent support is offered by PSA, on a consultancy basis, to individuals, small groups, and employers.

The consultancy and training is targeted at mature adults: senior managers, decision makers, and supply chain professionals in developing countries, and also those countries involved in aid supply, typically within Europe and the USA. In many cases this comprises senior staff in Government ministries and departments (eg Ministries of Health), and especially those who can effect improvement in the outcome for the intended beneficiaries of aid, for example: NGOs, UN, UNICEF and charities.

The inspector visited the current five-day training course in Oxford, but further courses are programmed for delivery at locations within the developing countries to allow greater accessibility for targeted trainees.

Currently, all the PSA provision is delivered in the English language. However, very recently it has become apparent that delivery in French is an important medium to effect improvement within those especially disadvantaged, and otherwise neglected, developing countries. PSA is currently in the process of translating their materials into French, and necessarily using the combined skills of French translators and of those who have local technical experience of the relevant issues.

3. Inspection process

This full accreditation inspection was conducted by one inspector over two full days. Meetings were held individually with the Director/Owner, the Training Coordinator, and with the CBC Customer Service Manager. Additional meetings were held with each of the five trainees.

The inspector observed at least three hours of training sessions. Each session addressed a different aspect of the programme, and all were of a highly interactive nature, with either the Director or the Training Coordinator leading the session. A separate, private room was made available for the inspector's use together with the majority of the documentation; one document was not readily available, but was forwarded promptly via email after the inspection. The Declaration of Compliance was signed and dated by the Director during the inspection. All individuals were readily available, helpful, and most hospitable.

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

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

Appropriately flexible premises, staffing, and trainers provide the current major support at this early stage in the business. Defining documentation, policies, processes, and record systems are in place. PSA is registered with the Information Commissioners Office for data protection matters. PSA will investigate the need for registration with the Copyright Licensing Agency although, currently, all training materials are generated internally. PSA will investigate the need for local authority planning consent for the provision they are currently making within CBC premises. Alternatively, the programme may be considered as a conference, such is its highly interactive nature. Straightforward flowcharts for each of the major processes would provide some insurance, especially in the event of staff sickness, and for the longer-term development of the business.

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

Considerable care has been taken to ensure appropriate skills and experience of the Interns recruited, and the University of Oxford provides excellent support in this.

Understandably, at this early stage, there is little data and analysis extant, but the necessary policies and process have been defined, are documented, and analytical models have been set up.

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

The website, although complete in all respects, could be more focused, and with, for example, the application form more readily accessible.

Printed publicity material could be a direct print-out of website pages to ensure consistency in content and presentation.

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

The Director has direct personal experience of the relevant field work and levels of staff employed that should be recruited for the training and who will be needing consultancy.

As the business develops it may become necessary to define the English language level required for trainees, similarly for French language.

The majority of trainee communication & documentation is archived electronically. PSA should investigate the need to hold this data also in hard copy form.

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

6.1 The trainees are all mature adults with high levels of motivation. Nevertheless, PSA must formalise the requirements for attendance, define lateness, set out the consequences of non-compliance, and hence justify appropriate issue of Certificates of Attendance.

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

Appropriate and relevant feedback is obtained and analysed at the end of the course, with an additional questionnaire a few months later.

The courses are designed to be highly interactive, so that monitoring of both course and each individual's progress is in real-time and is recorded continuously by the Training Coordinator for daily feedback to the Director.

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

The Director fully appreciates all these needs, and has policies for their actions.

PSA is currently developing ISO 9001 2015, which should be completed for submission within a few months.

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. | <input checked="" type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> NA |
| 9.2 | Classes are timetabled and rooms allocated appropriately for the courses offered. | <input checked="" type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> NA |
| 9.3 | The allocation of trainers to classes provides for a consistent learning experience and delivery is monitored to ensure consistency. | <input checked="" type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> NA |
| 9.4 | There is an appropriate policy and effective procedures for the acquisition of teaching and learning resources. | <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

Currently there is only one course and two trainers, but all the necessary documentation is either in place, or in the process of being established (eg ISO 9001) for the business to expand.

Each trainee is provided with a folder containing a comprehensive set of slides, learning material, case studies and assignments.

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. | <input checked="" type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> NA |
| 10.2 | Lessons and assessments maintain an appropriate focus on any assessment objectives or statement of learning outcomes established by the awarding body. | <input checked="" type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> NA |
| 10.3 | Formative assessments appropriately reflect the nature and standards of summative examinations. | <input type="radio"/> Yes | <input type="radio"/> No | <input checked="" type="radio"/> NA |
| 10.4 | Participants are encouraged and enabled to develop independent learning skills. | <input checked="" type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> NA |
| 10.5 | The academic backgrounds and particular needs of participants are taken into account in the classroom delivery of the course. | <input checked="" type="radio"/> Yes | <input type="radio"/> No | |

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

Comments

Trainees provide detailed information of their background, needs and expectations to allow analysis and adjustment of the particular course content and emphasis. Trainees are finally required to judge if their course expectations have been met.

The course sessions are all highly interactive and continuously monitored.

The Director and Training Coordinator deliver the course together, both in team training, and in trainer/training observer modes.

Training is provided with a variety of presentations. Trainees are encouraged to provide individual oral analysis and planning, and to work together towards solutions in case study groups.

Continuous monitoring allows development of more appropriate modes of training, almost on a real-time basis.

No formal test, examination or award is provided.

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

PSA provides routine training for the trainers.

PSA should develop a trainer handbook containing essential policies and information on health and safety, discrimination, equal opportunities, attendance/lateness, grievance, smoking, drugs and alcohol, data security, dress code, etc.

Continuous monitoring of the training has allowed the Training Coordinator to suggest enhancements in the various modes of delivery.

A resource database is being developed currently for access by both trainers and trainees and this is intended to be available both during and after the course.

A list of technical acronyms would support the existing list of international bodies and agencies.

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

PSA has put all the necessary policies and systems in place at this very early stage.

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

- | | | | |
|------|---|--------------------------------------|--|
| 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 type="radio"/> Yes | <input type="radio"/> No <input checked="" 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 type="radio"/> Yes | <input type="radio"/> No <input checked="" type="radio"/> NA |
| 13.4 | Participants are made aware of how their progress relates to their targeted level of achievement. | <input type="radio"/> Yes | <input type="radio"/> No <input checked="" 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 checked="" type="radio"/> Yes | <input type="radio"/> No <input 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 _____

Highly interactive course design and continuous monitoring allows individual support.
Post-course monitoring and mentoring is routinely available, as is subsequent consultancy.

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 _____

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

- | | | | | |
|------|---|---------------------------|--------------------------|-------------------------------------|
| 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 type="radio"/> Yes | <input type="radio"/> No | <input checked="" type="radio"/> NA |
| 15.3 | External moderators are involved in the assessment process where appropriate. | <input type="radio"/> Yes | <input type="radio"/> No | <input checked="" type="radio"/> NA |

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

Comments _____

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 _____

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 _____

17.5 PSA must develop a trainee handbook containing essential policies and information on health and safety, discrimination, equal opportunities, attendance/lateness, grievance, smoking, drugs and alcohol, data security, dress code, etc.

At this early stage of PSA's business, the Director is responsible for welfare.

The Director is trained in first aid, as are two members of the CBC staff. When PSA employ further staff it would be an advantage for first aid training to be one of the desirable achievements.

Before-arrival information should be enhanced with more details relevant to the venue locality: hotels, restaurants, transport, places of worship, typical costs, suitable clothing, etc.

The emergency contact number should be formalised and given more emphasis.

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. Yes No
- 18.2 International participants receive an appropriate induction upon arrival covering issues specific to the local area. Yes No
- 18.3 Information and advice specific to international participants continues to be available throughout the course of study. Yes 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. Yes No

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

Comments

A formalised trainee handbook would enhance the current provision.

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. Yes No
- 19.2 Participants have access to a fair complaints procedure of which they are informed in writing at the start of the course. Yes No

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

Comments

19.2 The grievance/complaints procedure must be documented and formalised.

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. Yes No
- 20.2 Any residential accommodation is open to inspection by the appropriate authorities, including Ofsted where participants under 18 are accommodated. Yes No 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. Yes No
- 20.4 A level of supervision is provided appropriate to the needs of participants. Yes No
- 20.5 Separate accommodation blocks are provided for participants under 18. Yes No NA

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

Comments

Before-arrival information suggests local small hotels which the trainees book for themselves.

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

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

22.1 An organised social programme is inappropriate for this very short course targeted at mature trainees. However, the precise timing of the daily sessions can be negotiated to allow trainees to explore Oxford. Both the PSA and CBC staff can provide local information.

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 inspector saw that the security of the CBC building was very good, as were all aspects of health and safety, accommodation provision, decoration, and maintenance.

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

In addition to the general facilities, Summertown CBC premises also are provided with a large, very well equipped kitchen.

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

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

The space provision for the small group of trainees was sufficient.
The Intern trainers work from home or from their regular employer's office, typically Oxford University premises.
26.3 For larger groups there would be significant benefit in the provision of additional break-out training rooms, a common room and a different space for tea/coffee/lunch breaks.

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

The Director is highly motivated, enthusiastic and especially well qualified for the chosen subject matter. PSA is supported by the independent Oxfordshire Business Enterprises and internationally respected mentors. The majority of the administration and training documentation is complete and well constructed. While the PSA business is small at present, good use is being made of the appropriately high skills and knowledge via employment of Interns. The current premises for administration and training is conveniently flexible for provision and support, and is located within the considerable resources of Oxford city.

Actions required	Priority H/M/L
6.1 PSA must formalise the requirements for attendance, define lateness, and set out the consequences of non-compliance.	<input type="radio"/> High <input checked="" type="radio"/> Medium <input type="radio"/> Low

TEACHING, LEARNING AND ASSESSMENT

Provider's strengths

The Director is very experienced and recognised in the field of practical operations, in training and by having worked with major international providers and government agencies. Good use is being made of the appropriately high skills, knowledge, and experience with employment of academic Interns, and personal contacts within international agencies. Training is delivered in English language but planned also for delivery soon in French.

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 Director's experience and understanding of the needs of the targeted trainees.

Actions required	Priority H/M/L
17.5 PSA must develop a trainee handbook containing essential policies and information on health and safety, discrimination, equal opportunities, attendance/lateness, grievance, smoking, drugs and alcohol, data security, dress code, etc.	<input type="radio"/> High <input checked="" type="radio"/> Medium <input type="radio"/> Low
19.2 The grievance/complaints procedure must be documented and formalised.	<input type="radio"/> High <input checked="" type="radio"/> Medium <input type="radio"/> Low

PREMISES AND FACILITIES

Provider's strengths

Flexible accommodation and reception/telephone/secretarial support.

Actions required	Priority H/M/L
26.3 For larger groups there should be provision of additional break-out training rooms, a common room and a different space for tea/coffee/lunch breaks.	<input type="radio"/> High <input type="radio"/> Medium <input checked="" type="radio"/> Low

RECOMMENDED AREAS FOR QUALITY IMPROVEMENT

PSA should investigate the need for registration with the Copyright Licensing Agency.
PSA should investigate the need for local authority planning consent for the provision they are currently making within CBC premises.
Straightforward flowcharts for each of the major processes would provide some insurance, especially in the event of staff sickness.
The website could be more focused, and the application form more readily accessible.
Printed publicity material could be a direct print-out of website pages to ensure consistency in content and presentation.
PSA should define the English language level required for trainees, similarly for French language.
PSA should investigate the need to hold trainee data in hard copy form.
PSA should develop a trainer handbook containing essential policies and information on health and safety, discrimination, equal opportunities, attendance/lateness, grievance, smoking, drugs and alcohol, data security, dress code, etc.
A list of technical acronyms would support the training folder.
Further staff employed could have first aid training as one of the desirable achievements.
Before-arrival information should be enhanced with more details relevant to the venue locality.
The emergency contact number should be formalised and given more emphasis.

COMPLIANCE WITH STATUTORY REQUIREMENTS