

BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

Short Course Provider (SCP) Reaccreditation Inspection

ORGANISATION: Petroconsult Energy Co (UK) Ltd

ADDRESS: 4 Holgate Court
Western Road
Romford
Essex
RM1 3JS

HEAD OF ORGANISATION: Dr C B Alalade

DATE OF INSPECTION: 9 Oct 2014

ACCREDITATION STATUS AT INSPECTION: Accredited

DECISION ON ACCREDITATION:

- Reaccreditation awarded for the full four-year period.
- Decision on accreditation deferred.
- Accreditation to be withdrawn.

Date: 27 Nov 2014

PART A - INTRODUCTION

1. Background to the organisation

Petroconsult Energy is an international oil and gas services company with wholly owned registered offices in the UK and USA. Petroconsult Energy Co (UK) Ltd (hereafter referred to as the Provider) is a UK-based oil and gas consultancy, with a strong technical training services element in the area of exploration and production: the upstream sector of the petroleum industry.

The Provider has been in existence since 1996 and has trained employees of oil-producing companies from around the world since 1997. The participants are all mature and many hold senior positions in their respective companies. In the main, participants are enrolled for one or two weeks as part of their on-the-job training, or to offer background information for non-technical senior executives.

An important additional area of training is undertaken in-house, whereby companies engage the Provider to train a group of employees, usually at an overseas location. Prior to undertaking in-house training, the consultancy arm will ensure that a needs analysis is conducted and that the basic material is refined to meet the company's needs.

The Provider has a strong list of clients drawn from major national and international oil companies and overseas government departments with responsibility for the exploration and production, as well as the finance and economics, of oil and gas.

The company has a strong marketing arm, with dedicated staff that focus on principal overseas oil-producing areas and companies.

The Provider was successfully audited by the British Assessment Bureau in April 2014 and this led to its registration for the quality management system ISO 9001:2008.

2. Brief description of the current provision

The courses include exploration and production engineering, production economics (commercial and management), and accounting and finance. Within these areas of instruction, there is further segmentation in terms of programme, with both generic and company-specific courses. During the last year, 50 students attended courses at the Romford building. Space restrictions at that building limit group sizes there to eight participants. However, larger groups are trained in various hotels in London and currently a group of 26 is being trained at a hotel in Kensington.

The courses do not lead to a qualification, but all participants receive a certificate of attendance. There is much technical content and tutors with highly specialist knowledge and application, as well as being members of the UK Energy Institute, are engaged to present the courses. All UK tuition is conducted in English, although the provider is mindful of the language needs of some participants.

In-house training is undertaken around the world, particularly in the USA, Nigeria, South Africa and Dubai.

3. Inspection process

The inspection took place over two days by one inspector at the Provider's premises in Romford. One course with two participants was taking place at the time of the inspection and one seminar session was observed by the inspector. Several members of staff were very helpful and detailed documentation was made available.

4. Inspection history:

Inspection type	Date
Full Accreditation	23 and 24 June 2010
Interim	26 January 2012

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 quality management system ISO 9001:2008 accreditation is in place and audited every year by an external auditor. The report from the last such audit concluded 'The management review process demonstrated the capability to ensure the continuing suitability, adequacy and effectiveness of the management system'. An accurate organisation chart was available which shows the senior manager as the Managing Partner (Principal).

The Provider is effectively and enthusiastically managed. There is a weekly management meeting to oversee course provision and a monthly marketing meeting.

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

The successful re-accreditation of ISO 9001:2008 is a good indication that the administration is effective. Several policies and procedures were seen during this inspection and found to be satisfactory.

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

All administrative staff are well qualified and have a detailed understanding of, and enthusiasm for, the course provision.

The recruitment of several additional administrative and marketing staff is currently being undertaken. Daily formal reports to senior managers are made on the administrative work in addition to periodic staff appraisal.

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 Provider's website contains some very useful information and is well presented. There are also some well-designed brochures that give an accurate description of the courses available, including the costs.

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

Participants come mainly from national and international oil and gas companies and governments. These organisations are regularly contacted by the marketing staff and sponsor their employees to attend relevant courses. The sponsoring organisations only send suitably qualified employees on the courses.

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

The Provider expects 100% attendance from all participants. Procedures are in place to deal with illness or personal emergencies. The certificate of satisfactory completion that is issued at the end of the course requires a minimum of 75% 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

Feedback is an important part of the training process. All participants are given a comprehensive feedback form and these forms are reviewed at the weekly management meeting. Such feedback forms were seen during the inspection and it was noted that action was taken where necessary.

There is also feedback from the sponsoring companies through the marketing staff.

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 an awareness of the need for continuing improvement within the organisation and the quality management system is reviewed annually by external auditors.

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 |
| 9.2 | Classes are timetabled and rooms allocated appropriately for the courses offered. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 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 |
| 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 |

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

Comments

The senior academic staff are mainly part-time with the Principal and Operations and Technical Manager as the two full-time members of the academic staff. The Operations and Technical Manager manages all the training programmes and the course timetables and decides on the location of courses.

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 type="radio"/> Yes <input type="radio"/> No <input checked="" 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 type="radio"/> Yes <input type="radio"/> No <input checked="" 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

The contents of the courses are designed to meet the particular needs of the oil and gas industry by focusing on key elements of general and specific company requirements. The courses offered cover Exploration and Production, Petroleum Engineering and Production, Production Facilities and Engineering, Commercial, Economics and Management and Accounting and Finance. Course descriptions are given in the prospectus with considerable detail given in the relevant course handbook. Often courses are based on a specific request from a client company. All course content is agreed with the industry.

The courses are delivered in seminar form with detailed Power Point slides and several case studies and exercises undertaken by the participants.

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

All academic staff are well qualified both academically and in terms of practical experience in the industry. This was evidenced by the CVs seen during the inspection. There is also a system of teaching observations undertaken by the Principal with detailed feedback given to the particular lecturer. Each member of staff (academic and non-academic) is given a staff appraisal interview each year with, where appropriate, staff development suggestions given and the concept of continuous improvement is encouraged.

One class was observed during the inspection. The lecture topic concerned the different types of contract the oil companies can have with a host country. The participants had detailed notes supplied by the Provider and the presentation used both Power Point and flip chart. The lecturer adopted a professional lecturing style with much interaction with the participants. The participants clearly found the session useful.

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

Participants are issued with a comprehensive course handbook which is very well produced with many relevant illustrations. The content of these handbooks is discussed with oil and gas organisations prior to the commencement of the course and updated when there are technological or other relevant changes in the industry. A range of relevant magazines and journals are also made available to the participants.

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 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 is no formal assessment undertaken for these courses but there are a number of quizzes and exercises, which are used to determine whether or not a certificate of course completion is issued.

All participants complete a simple feedback questionnaire form at the end of the course and these forms are discussed at the following management meeting.

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 assessment 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 no examinations.

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 Administrative Officer is responsible for participant welfare and provides all participants with a contact mobile telephone number for use in an emergency outside normal hours. She has had several years' experience of dealing with participant welfare issues and is supported by senior staff.

There are many policies in place including those covering equal opportunities, discrimination and associated issues such as abusive behaviour.

A meeting was held with the two participants present during the inspection. They were both mature employees of international oil companies with degree qualifications and had found the course to be very useful for their work. They found both the administrative and teaching staff to be particularly helpful. One of the participants was pleased with the hotel recommended by the Provider. The other participant was staying with family members locally.

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

International participants are provided with details on travelling to the UK, directions to the course venue and living in the UK (financial and health issues). A list of suitable local hotels is also provided. The Provider has had considerable experience of international matters.

A comprehensive induction is given at the beginning of each course and covers issues such as health services, banking and health and safety.

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 |
| 19.3 | Participants are advised of BAC's own complaints procedures. | <input type="radio"/> Yes <input checked="" type="radio"/> No |

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

Comments

There is a good appeals and complaints procedure. The Provider has operated an Equal Opportunities Policy for some years and there have been no issues raised by participants during that time.

19.3 Participants are not advised of BAC's complaints procedure.

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

The Provider has no residential 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 Provider does not organise 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

Due to the length of the courses (one or two weeks), formal social events are not provided.

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 Provider has a secure three year lease until 2017 on its premises in Romford. There is CCTV coverage at the entrance to the building with a coded key pad at the front door.

A hotel in Kensington, London, is used when the numbers on a course exceed eight.

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

There is one lecture room that can seat a maximum of eight participants and several offices for the administrative, marketing and academic staff. There is a common room for the participants to use during break periods and a small kitchen. There is also a male and a female toilet. The premises are thoroughly cleaned every evening and there was adequate heating and ventilation in all rooms.

An employee handbook, health and safety manual and management policies and procedures are available for staff and participants. Relevant information is also posted on notice boards within the building. Satisfactory risk assessments have been undertaken on fire and safety issues.

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 room can accommodate up to eight participants and has a projector and flip chart.

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 numbers on any given course at Romford are small, so the facilities are appropriate for both participants and staff.

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 experience of the Managing Partner (Principal) and the Operations and Technical Manager is a strength of the Provider as is the commitment and enthusiasm of the administrative and marketing staff. There is a quality management system in place that is audited regularly by external auditors and is registered with ISO 9001:2008. No issues of concern have been raised by these auditors.

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

TEACHING, LEARNING AND ASSESSMENT

Provider's strengths

The lecturers have had many years of practical experience and are well-qualified academically. The courses on offer to participants are designed in partnership with international companies from the oil and gas industry. The course handbooks that are issued to participants are produced to a high standard.

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 Welfare Officer is available at all times to help and advise participants. The induction and feedback processes are additional strengths.

Actions required	Priority H/M/L
19.3 Participants must be advised of BAC's complaints procedure.	<input type="radio"/> High <input checked="" type="radio"/> Medium <input type="radio"/> Low

PREMISES AND FACILITIES

Provider's strengths

The teaching and learning facilities are very satisfactory.

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

RECOMMENDED AREAS FOR QUALITY IMPROVEMENT

If participants, whose first language is not English, are to be enrolled then it is recommended that a minimum of IELTS 6.0 should be considered.

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COMPLIANCE WITH STATUTORY REQUIREMENTS

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