

# BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

## Short Course Provider (SCP) Reaccreditation Inspection

**ORGANISATION:** International Faculty of Finance (IFF)

**ADDRESS:** 4th Floor, Maple House  
149 Tottenham Court Road  
London  
W1T 7AD

**HEAD OF ORGANISATION:** Mr Jeff Hearn

**DATE OF INSPECTION:** 11 and 12 June 2015

**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- Accreditation to be withdrawn.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: 9 Jul 2015

### 1. Background to the organisation

The International Faculty of Finance (IFF) was set up to provide specialist technical training to the global banking industry. It commenced teaching in 1991. It is a division of IIR Ltd, which was acquired by Informa PLC in 2005. Informa PLC, a FTSE-quoted company, is a conference, publishing and media business.

IFF delivers short in-house courses for companies and courses open to the public. Delegates are drawn from a large number of countries. Although courses are run abroad as well as in the UK, BAC accreditation applies only to courses delivered in the UK. IFF also delivers training on-line through its distance learning provision validated by Middlesex University, although BAC accreditation does not currently apply to this provision.

IFF formerly occupied premises in Bressenden Place, London SW1, but moved to its present premises in Tottenham Court Road in August 2012. They closed their training centre located in Old Street, London EC1 in December 2013 and started using external training centres in January 2014. IFF started working with its current hotel training partner (Radisson) in late 2014.

The company's registered office has recently moved from Mortimer Street, London W1 to Howick Place, London SW1.

### 2. Brief description of the current provision

IFF runs approximately 80 different courses. All courses are highly technical and typically of two or three days' duration. IFF operates a rolling programme of courses, based on perceived market needs, which are scheduled well in advance to allow for effective planning and marketing. The courses are principally finance, management and strategy focused. The current portfolio covers capital markets, treasury products, investment, risk management, regulations, compliance and corporate finance. There has been considerable growth in energy sector related courses which IFF markets under the sub-banner of International Faculty of Energy (IFE).

IFF continues to monitor market trends with a view to providing new courses to meet emerging demand. The courses are delivered by experienced practitioners who are engaged as required. The trainers are self-employed consultants recruited internationally, many of whom have been working for IFF for many years. Trainers design their own materials and retain the intellectual property rights to them.

The courses are not accredited; delegates receive a certificate of attendance. All delegates are mature professionals with wide experience. This is reflected in the courses which are set at postgraduate level.

IFF shares its Tottenham Court Road offices with other divisions of Informa and benefits from the parent company's range of services such as human resources and property management.

### 3. Inspection process

The inspection was conducted by one inspector over two days. During this time the inspector met senior management, administrative staff, a trainer and nine delegates. The inspector observed the one course running at the time of the inspection. In addition, the premises and facilities at two of the three training venues used for public courses and the IFF office were inspected. Documentation relating to the provision was scrutinised before and during the inspection visit.

### 4. Inspection history:

Inspection type	Date
Full Accreditation	23-24 May 2011
Interim	18 May 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

Management staff are suitably experienced and work with administrative staff well as a team. They liaise effectively with trainers. Continuity is a strength: many staff and trainers have been involved in IFF training for many years.

#### 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

Administrative staff are suitably experienced. Their number is appropriate as is their allocation to the various key functions. There is a high level of cooperation and team working supported by well-documented policies and procedures and effective data handling. IFF occupies one corner of a large open plan office with sufficient space and access to all necessary resources.

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**

Procedures for recruitment and appointment of staff are thorough. Two interviews are held and tests for skills, such as numeracy and IT, are conducted as appropriate. The Managing Director attends one, usually the final, interview. Experience and qualifications are checked by the Human Resources Department. Staff performance is subject to monitoring and regular review. Staff are encouraged and supported to gain further experience relevant to their posts.

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**

Publicity material is of a high standard. It is comprehensive, accurate and up-to-date and attractively presented.

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**

Pre-enrolment liaison with prospective participants is conducted effectively. The nature of the courses and expected prerequisites are clearly stated. Any queries are answered promptly and appropriately.

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**

An attendance register is kept, with participants required to sign in for both morning and afternoon sessions. This is checked in the IFF office and there is provision to follow up any absences.

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 from participants is canvassed, analysed and, where necessary, acted upon. The feedback form is comprehensive, with information requested on all relevant aspects of the provision. IFF staff follow up issues raised by participants by telephone or email.

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**

While there is a continuous process of monitoring and reviewing, and action planning, systems are largely informal and would benefit from a more formal approach. An annual written review and self-evaluation would render the process more transparent to internal and external scrutiny.

## 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
- 9.2 Classes are timetabled and rooms allocated appropriately for the courses offered.  Yes  No
- 9.3 The allocation of trainers to classes provides for a consistent learning experience and delivery is monitored to ensure consistency.  Yes  No
- 9.4 There is an appropriate policy and effective procedures for the acquisition of teaching and learning resources.  Yes  No

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

#### Comments

Management of the participants' learning experience is undertaken by an appropriately qualified and experienced team and is effective. There is a good working relationship between office staff and trainers, helped by considerable continuity of both sides.

### 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

Trainers adapt their courses and their delivery to suit the needs of participants. This is assisted by the provision of information on participants' backgrounds to trainers before the commencement of courses.

Feedback from participants shows a very high level of satisfaction. IFF courses enjoy a strong reputation for quality and relevance of content and for effective 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**

Trainers are subject to a recruitment process which requires them to give a presentation. Trainers are well-matched to their courses and bring considerable relevant experience to bear.

11.3 Regular, formal observation of teaching sessions is not carried out. While the quality and suitability of trainers is not in doubt, the provider must undertake a formal, documented system of classroom observation.

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**

Trainers request the necessary resources for their sessions and these are met by IFF administration.

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 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** \_\_\_\_\_

Trainers provide feedback to participants and are accessible outside session times.

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 \_\_\_\_\_

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**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 \_\_\_\_\_

Participants are mature, experienced travellers and therefore require little support in this respect. However, the Welcome Pack is well-designed to provide participants with all necessary information and guidance. There is a nominated staff member with responsibility for participant welfare but in practice this responsibility is shared by all IFF staff.

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**

The majority of participants are drawn from outside the UK. They receive the necessary advice and guidance.

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
- 19.3 Participants are advised of BAC's own complaints procedures.  Yes  No

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

**Comments**

Participants are provided with a link to the BAC website, but access to the BAC complaints procedure could be made more explicit.

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**

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 \_\_\_\_\_

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## 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

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As part of the Informa Group, IFF has secure tenure on its Tottenham Court Road premises and appropriate arrangements with its hotel venues to run its courses.

### 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

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Visitors to Maple House are required to sign in on the ground floor of the building and again on entry to IFF offices on the fourth floor. There is adequate space and appropriate facilities. The premises are well-maintained. The hotel venues used for training sessions are conveniently located and of suitable quality.

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**

For the course observed, space for participants was somewhat limited, but this was largely due to three late enrolments. IFF has access to a wide range of room sizes to match course enrolments.

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**

Catering is to a high standard.

Trainers can meet participants in private if necessary.

**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

Highly experienced management and administrative staff work together well as a team.  
Recruitment and appointment of staff is thorough.  
Publicity material is accurate, up-to-date, relevant and well-presented.  
Participant attendance is monitored closely and detailed feedback sought from them.

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

Trainers are well chosen to deliver courses within their specialisms. They bring considerable experience to their role and adapt to meet the needs of participants. Participant feedback is highly complimentary.

Actions required	Priority H/M/L
11.3 IFF must undertake a formal, documented system of classroom observation.	<input type="radio"/> High <input checked="" type="radio"/> Medium <input type="radio"/> Low

### PARTICIPANT WELFARE

#### Provider's strengths

The participants Welcome Pack is accurate, up-to-date, relevant and well-presented.

Actions required	Priority H/M/L
19.3 There is a need for more explicit direction of participants to BAC's complaints procedures.	<input type="radio"/> High <input type="radio"/> Medium <input checked="" type="radio"/> Low

### PREMISES AND FACILITIES

#### Provider's strengths

Offices and training venues are well-appointed and well-designed for their functions.

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

### RECOMMENDED AREAS FOR QUALITY IMPROVEMENT

More formal annual review and reporting arrangements are needed to enhance transparency and facilitate internal and external scrutiny.

Some means of reserving an option on larger rooms, to be used in the event of late additional enrolments would be helpful.

**COMPLIANCE WITH STATUTORY REQUIREMENTS**

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