

BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

Short Course Provider (SCP) Candidacy / Stage 2 Inspection

PROVIDER: Roving Labs Ltd T/A Edoire Education

ADDRESS: Falling Leaf
Sunley Wood
Red Lane
Chinnor Hill
Oxfordshire
OX39 4BN

HEAD OF PROVIDER: Mr Alexander Varmuza

DATE OF INSPECTION: 21 November 2016

ACCREDITATION STATUS AT INSPECTION: Unaccredited

DECISION ON ACCREDITATION:

- Accreditation awarded for 6 months.
- Award of accreditation deferred.
- Award of accreditation refused.

Date: 21 Dec 2016

1. Background to the provider

Edoire Education (Edoire/the Company) is the trading name of Roving Labs Ltd. The Company was founded by the current Chief Executive Officer (CEO) in April 2016 and is a private limited company. The CEO is currently the sole shareholder, however the Chairman is also due to take an equity stake in the company, although he will have no operational role.

Edoire aims to offer short academically challenging summer school courses in the United Kingdom (UK) for students aged 13-18 years old from around the world. The courses aim to be distinctive, of high quality, with an intensive focus on one or two subjects. Students are expected to be drawn from English speaking medium schools from a variety of countries. Students are planned to be recruited through Edoire's web presence, via agents and through international schools.

The CEO has previous experience working for a BAC accredited provider offering similar courses. This provider was also at an early stage of development. The CEO is drawing on this experience and professional acquaintances to plan, develop and operate the courses.

2. Brief description of the current provision

Edoire is planning to offer three two-week summer courses based at a university college premises in Cambridge, during July and August 2017. Courses will be pitched at academically able students aged 13 to 18 years old, in a variety of subjects, which will be taken from the following: Business Entrepreneurship, Computer Science, Creative Writing, Engineering Preparation, Film Academy, Global Leadership, Law Preparation, Medical Preparation, Psychology and Real Estate Development. Students will focus on one or possibly two subjects only, with, in some cases, English language. Subject teaching will be undertaken by Cambridge academics and research students and others selected for their subject knowledge, enthusiasm for their subject and ability to convey this to the students. Courses will be conducted in English and a minimum level of language will therefore be required. A course in English language will be offered, as a standalone course for those not in a position or choosing not to study an academic course, or to support one or more academic courses.

It is expected that most students will be residential in university college accommodation, although non-residential students will also be accepted. A programme of social activities and visits are planned, including a field trip related to the subject(s) of study.

It is expected that staff will be appointed to take charge of all day-to-day course operations on site, and the CEO and Director of Operations will oversee the whole programme. The CEO and Director of Operations are based in the UK, as is the person designated to be Director of Studies, who has not yet commenced work. A small team of graphic designers, marketing and IT specialists in South Africa is undertaking development of the company website and other materials.

Recruitment of students will initially focus on China, Europe (particularly Italy and France), and the Middle East. In addition to individual students, Edoire is also hoping to offer closed group courses for groups of students from schools, particularly in China.

3. Inspection process

The inspection was undertaken by one inspector over the course of one day, at the registered office of the company. During the visit, the inspector met with the CEO, the Director of Operations and reviewed relevant documentation relating to the Company. Extensive documents were made available, but the Company was at a relatively early stage of development at the time of the inspection and had no employees or confirmed premises. The CEO and the Director of Operations were unpaid at the time of the inspection and were working from home.

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 CEO brings relevant experience and considerable enthusiasm to the Company. The Director of Operations has relevant experience as an English language teacher and has knowledge of student recruitment processes and of summer school course administration. The person designated to be Director of Studies is a qualified teacher with considerable summer school experience.

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 type="radio"/> Yes <input checked="" 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 work in Information Technology (IT), marketing and graphic design is being undertaken by a small team of specialists based in South Africa. The website is being designed to handle administrative tasks in an automated way, reducing the need for administrative staff. It is expected that UK-based appointments will be made early in 2017 in sales and administration.

Policies, procedures and systems are at a stage of development, which is appropriate at this stage in the company's development, although will require some elaboration before Stage 3. There is a comprehensive staff handbook. As there will be a small permanent core staff of employees and a larger number of seasonal staff engaged on a self-employed basis, it is recommended that two versions are produced with material relevant to each group.

2.4 The wording, in the relevant policy, is unclear as to whether a paid deposit or the full payment of the fees secures a place on the summer school. Therefore, the terms and conditions on refunds need to be made clearer, ensuring fairness and transparency. The complaints procedure refers to bodies, to which Edoire has no relationship.

At the time of the inspection, administration was being undertaken at the homes of the CEO and the Director of Operations. This arrangement is currently satisfactory at this stage of the company's development. It is anticipated that office premises will be secured early in 2017.

It is recommended that the Company undertakes a review of refund arrangements in the event of the participant being refused a visa.

It is recommended that, when finalising documentation, key information and documents should be integrated into a single version.

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

3.1 Disclosure and Barring Service (DBS) checks, obtaining references, and undertaking qualification and other checks must be highlighted in all documents and communications relating to recruitment of staff. Referees must be explicitly required to give an undertaking that they know of no reason why a person may not be engaged to work with children and young people. Appropriate arrangements for safeguarding must be made for occasions where staff are recruited at short notice due to unexpected absences or withdrawals and , therefore, may not have a DBS check in place.

3.2 When employees are recruited, experience and qualifications must be verified.

Initial planning for a review of staff performance has been undertaken, to a level appropriate at this stage of the company's development. As there are no employees, this system was untried at the time of the inspection.

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 materials were in draft form at the time of the inspection. They have been developed and improved, since the initial application submission to BAC. Materials are clear, accurate and appropriate.

Care is being taken to ensure that the separation of Edoire from the University of Cambridge is made clear, and that the materials reflect the company's stage of development, for instance by not including misleading quotes from students.

The website, which will be the primary publicity device, is under development and was not available for scrutiny at the time of the inspection.

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

As the courses are for enrichment rather than qualifications, the detailed academic background of students will not be investigated. However, the level of English language will be assessed using the Oxford Online Placement Test. It is recommended that this is done before acceptance to an academic course is confirmed.

It is recommended that Edoire informs students that that some Cambridge college buildings may not be accessible for people with certain mobility issues. Prospective students should be asked to provide information on any disabilities, which may affect their suitability to attend the courses and course venues at the time of application.

No participants had been recruited at the time of the inspection. Compliance with minimum standards is therefore based upon written procedures and discussions with the CEO and Director of Operations about the enrolment procedures to be implemented.

5.1 Course descriptions had not been finalised at the time of the inspection. The level of English language required to participate in academic courses must be clearly stated in the final course descriptions available to prospective participants.

5.3 5.4 It was not possible, at this stage, to evaluate compliance with these key indicators due to the early stage of development of the Company.

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

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

Comments

INSPECTION AREA - PARTICIPANT WELFARE

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

Residential accommodation had not been secured at the time of the inspection. A provisional agreement has been made with Hughes Hall to provide residential and teaching accommodation for summer 2017.

The CEO was aware of the need to ensure that residential accommodation for students was separate from accommodation provided to other visitors in the colleges. This must be ensured at the time of the Stage 3 inspection.

Accommodation for boys and girls must be appropriately separated. It is planned to have residential mentors to oversee students, at a ratio of one mentor for every 12 students.

Although in certain aspects of health and safety, it is necessary to rely on provision by the host college, it is recommended that Edoire undertakes its own assessments of arrangements on site and ensures that all arrangements meet its own expectations and requirements.

It is recommended that Edoire reviews possible arrangements being considered for the supply and administration of simple medicines.

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

A full programme of social and cultural activities is planned, including day trips to places of general interest and a field trip related to the course of study. General activities will take place in the afternoons, evenings and weekends and will be led by a team of mentors. This course-related field trip will be arranged and accompanied by the course tutor.

It was not possible to evaluate the operation of the activities, at this stage of development of the organisation. However, based on planning in place, compliance with minimum standards is met.

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 NA

Comments

23.1 The provider does not currently have any premises. This reflects the stage of development of the provider. An agreement has been reached with Hughes Hall, Cambridge to provide residential and teaching accommodation for 40 students for a four-week period in July and August 2017.

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

This standard is met on the assumption that, according to the Company's plan, appropriate facilities are hired from one or more Cambridge University colleges. These key indicators will be reviewed during the Stage 3 inspection.

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
- 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 plan is to hire appropriate general teaching spaces, which will accommodate the subjects being taught and will provide the necessary specialist equipment. Compliance with these key indicators is based on this expectation and will be inspected during the Stage 3 inspection.

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 following arrangements have been planned:

Students will have storage and private working space in their college rooms.

Tutors will undertake preparation and any marking off-site.

It is not expected that students will need to or have access to college or university libraries. Wifi access will be available. Meals will be provided in college dining rooms.

COMPLIANCE WITH STATUTORY REQUIREMENTS

Declaration of compliance has been signed and dated. Yes No

PART C - SUMMARY OF STRENGTHS AND ACTION POINTS

Numbering of action points aligns with that of the minimum standards

MANAGEMENT, STAFFING AND ADMINISTRATION

Provider's strengths

The CEO and the Director of Operations bring relevant experience and a commitment to developing a high quality organisation.

Course design is clear and appropriately pitched at the prospective market.

The documents relating to procedures, although in draft, are comprehensive.

Actions required	Priority H/M/L
2.4 Edoire must review details of enrolment and refund terms, particularly in relation to what payment is required to secure a place, and what refunds are made in the event of withdrawal. Edoire must revise its complaints procedure to omit reference to bodies that it has no relationship with.	<input type="radio"/> High <input checked="" type="radio"/> Medium <input type="radio"/> Low
3.1 3.2 Edoire, once the recruitment of staff begins, must carry out appropriate safeguarding checks such as DBS checks, appropriate reference and qualification checks.	<input type="radio"/> High <input checked="" type="radio"/> Medium <input type="radio"/> Low
5.1 Edoire must clearly state the English language level, required to participate in academic courses, in the final course descriptions available to prospective participants.	<input type="radio"/> High <input checked="" type="radio"/> Medium <input type="radio"/> Low

PARTICIPANT WELFARE

Provider's strengths

The provider shows an informed commitment to child protection and safeguarding.

The programme of general activities and course-related field trip have potential to considerably enhance the overall student experience.

The plan for residential mentors overseen by a senior person with safeguarding responsibility is a strength.

The provider is seeking to provide residential accommodation of good quality in a prestigious location.

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

PREMISES AND FACILITIES

Provider's strengths

The provider has a clear idea of the type and quality of residential, teaching and recreational accommodation required. The Cambridge college location will provide an attractive and high quality base for courses

Actions required	Priority H/M/L
23.1 Edoire must gain a legally compliant contract for the residential and teaching accommodation.	<input checked="" type="radio"/> High <input type="radio"/> Medium <input type="radio"/> Low

RECOMMENDED AREAS FOR IMPROVEMENT

It is recommended that:

Two versions of the staff handbook are produced with material relevant to employees and to self-employed and seasonal staff.

The Company undertakes a review of the refund arrangements in the event of visa refusal.

When finalising documentation, key information and documents should be integrated into a single version.

Edoire finalises the website so it can be inspected during the Stage 3 inspection.

The English language level of applicants is assessed before acceptance to an academic course is confirmed

Edoire informs students that that some Cambridge college buildings may not be accessible for people with certain mobility issues.

Prospective students are asked to provide information, which may affect their suitability to attend the courses and course venues at the time of application.

Once residential accommodation has been booked and confirmed, Edoire ensures that an internal risk assessment is carried out to check that the residential accommodation is safe, appropriate and complies to health and safety regulations.

Edoire ensures that students are monitored overnight in the residential accommodation and that separate accommodation is provided for boys and girls.

Edoire undertakes its own assessments of health and safety arrangements at the residential accommodation and ensures that all arrangements meet its own expectations and requirements

Edoire reviews possible arrangements for supply and administration of simple medicines.

The safeguarding procedure and related documents are edited to ensure that they relate specifically to the Edoire context.

COMPLIANCE WITH STATUTORY REQUIREMENTS

There are comprehensive documents relating to child protection. The safeguarding procedure draws on good practice in other organisations. However, some references are inappropriate to the context of the provider and it is recommended that the procedure and related documents are edited to ensure that they relate specifically to the Edoire context.