

BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

College Reaccreditation Inspection

INSTITUTION: Gemological Institute of America (GIA) London

ADDRESS: 104 Great Russell Street
London
WC1B 3LA

HEAD OF INSTITUTION: Mr Mehdi Saadian

DATE OF INSPECTION: 21 - 22 February 2017

ACCREDITATION STATUS AT INSPECTION: Accredited

DECISION ON ACCREDITATION:

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- Accreditation to be withdrawn.

Date: 23 March 2017

1. Background to the institution

The Gemological Institute of America (GIA/the College) was established in 1931 to provide training, information, services and instruments. It is an American constituted institute with a worldwide operation and has ten campus locations. The headquarters are in Carlsbad and other campuses are in New York, London, Mumbai, Hong Kong, Seoul, Botswana, Dubai, Taipei and Bangkok. There are also nine laboratories and four global research centres. British Accreditation Council (BAC) accreditation is for their London centre only.

All campuses follow the courses set by headquarters who determine the name of each course. The courses follow the system in the United States (US).

GIA's mission is to ensure public trust in gems and jewellery by upholding the highest standards of integrity, academics, science and professionalism through education, research, laboratory services and instrument development.

GIA commenced teaching at the London campus in 2001 and was registered as a charity the following year. A board of trustees, which includes global governors from the US together with the United Kingdom (UK) Director, oversee the operations in London. An important change, since the last interim inspection, is that a new Director of the London campus has been recruited.

The College has developed a substantial body of research and documentation on Gemology. As a consequence, detailed training manuals on the grading of diamonds, identification of coloured stones, effective design and market awareness as well as professional business practices have been produced. GIA continually looks to expand its business and training bases in various parts of the globe.

2. Brief description of the current provision

GIA's education division is made up of two academic departments, which are Gemology and Jewellery Manufacturing Arts. The courses have been developed by GIA headquarters in Carlsbad and all the programmes are accredited in the US by either the Accrediting Commission of Career Schools and Colleges (ACCSC) or the Accrediting Commission of the Distance Education and Accreditation Council (DEAC). On the basis of these accreditations, National Academic Recognition Information Centre (NARIC) has evaluated and benchmarked the qualifications. Two of the courses are at Level 5, three at Level 4 and one at Level 3.

GIA London offers ten courses split into two categories. These are on-campus courses, which run between eight and 28 weeks and laboratory classes, which are between one and five days in duration. Since the last inspection a new course has been introduced, which is a comprehensive computer-aided design (CAD) and computer-aided manufacturing (CAM) course for jewellery design. This is currently a seven week course.

The head office sets the name of all courses offered, leading to three courses with the name Graduate. The College has had their courses reviewed by UK NARIC and mapped against the UK Regulated Qualifications Framework (RQF).

All students are over 18 years old. At the time of the inspection, there were 25 students enrolled. The majority of the students are female.

3. Inspection process

The inspection was conducted by one inspector over two days. The Director, Campus Manager and the Human Resources (HR) Manager were interviewed, as were five instructors. Three classes were observed, which consisted of two practical sessions and one theory session. Ten students, drawn from different classes, were interviewed. The inspector also had a telephone discussion with the Vice President, Global Education Operations in Carlsbad, California, US. All relevant documentation was well presented. There was excellent co-operation throughout the inspection and a willingness to share information.

4. Inspection history:

Inspection type	Date
Full Accreditation	17 - 18 March 2009
Interim	3 March 2010
Re-accreditation	4 - 5 March 2013
Interim	27 April 2015

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 institution.

INSPECTION AREA - MANAGEMENT, STAFFING AND ADMINISTRATION

1. The institution 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 institution 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. | <input checked="" type="radio"/> Yes <input type="radio"/> No |

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

Comments

There are excellent lines of communication, within the College and with the headquarters in Carlsbad, US, through the new composition of the board of trustees.

Whilst there are explicit written policies, of which all staff must be aware and adhere to, there is no formal staff handbook.

2. The administration of the institution 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 institution. | <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 institution. | <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 |

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

Comments

A new computer platform, Work-day, has helped make the management systems more efficient. This computer based system is highly versatile and more data is being added to it in a timely and systematic fashion.

3. **The institution 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

There are good systems in place for the recruitment of staff. It is suggested that reference to the staff handbook be incorporated into the contract letter to ensure that all matters relating to staff issues are read once employed.

There is an annual appraisal review for all staff. It is well structured and another example of good use of computer technology in supporting staff performance and their development.

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

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

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

Comments

The website is easy to follow and changes are made through the Carlsbad headquarters within 24 hours, keeping it constantly up to date.

5. **The institution takes reasonable care to recruit and enrol suitable students for its courses**

- 5.1 Entry requirements for each course are set at an appropriate level and clearly stated in the course descriptions seen by prospective students. Yes No
- 5.2 A formal application process ensures that students meet the entry requirements and any claimed qualifications are verified. Yes No
- 5.3 Students are properly briefed on the nature and requirements of the courses for which they apply, and all application enquiries responded to promptly and appropriately. Yes No
- 5.4 Any overseas recruitment agents are properly selected, briefed, monitored and evaluated. Yes No NA
- 5.5 Students receive a proper initial assessment which includes language ability to confirm their capability to complete the courses on which they are enrolling. Yes No

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

Comments

Other than completion of secondary education, there are no specific requirements for entry onto any of the courses.

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

- 6.1 There is a clear and published policy on student attendance and punctuality, requiring that they attend at least 80% of their scheduled classes. Yes No NA
- 6.2 Accurate and secure records of attendance and punctuality at each session are kept for all students, collated centrally and reviewed at least weekly. Yes No NA
- 6.3 Student absences are followed up promptly and appropriate action taken. Yes No NA

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

Comments

GIA has a very strict attendance policy, explicitly documented with specific warnings over late arrival and non-attendance. This information is documented in the student handbook.

7. **The institution regularly obtains and records feedback from students and other stakeholders and takes appropriate action where necessary**

- 7.1 The institution has effective mechanisms for obtaining feedback from students and other stakeholders (such as staff, partner institutions and employers) on all aspects of the institution's provision, including formal student 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 institution's response to the feedback to the student body. Yes No

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

Comments

GIA London maintains a record of student feedback on a class by class basis. Information is analysed and documents how key issues are addressed and dealt with by senior management.

On the longer courses, a system of student representatives to speak for the student group, would add benefit. It is suggested that they could be voted in with a student personnel change at the mid-point of the course.

8. **The institution 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 institution's performance. Yes No
- 8.2 Reports are compiled at least annually which present the results of the institution's reviews and incorporate action plans. Reports include analysis of year-on-year results on student satisfaction, retention, achievement, examination results and completion rates. Yes No
- 8.3 Action plans are implemented and regularly reviewed, with outcomes reported to the management. Yes No

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

Comments

Apart from regular feedback through monthly meetings between the Director and the Vice President of Global Education Operations, there are quarterly meetings with all school directors.

GIA has a team of internal auditors, who make annual visits to the London campus and produce a report with action plans. This method of approach ensures consistency and is highly effective.

INSPECTION AREA - TEACHING, LEARNING AND ASSESSMENT

9. **Academic management is effective**

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

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

Comments

The classrooms are well equipped offering students every opportunity to succeed. There are also well produced manuals as well as numerous specimens for students to work with.

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

- 10.1 Courses are designed and delivered in ways that allow students to develop the knowledge and skills which will be required for final examinations or assessments. Yes No
- 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
- 10.3 Formative assessments appropriately reflect the nature and standards of summative examinations. Yes No
- 10.4 Students are encouraged and enabled to develop independent learning skills. Yes No
- 10.5 Full-time courses requiring students to attend for 15 hours or more per week are time tabled over at least three days. Yes No
- 10.6 Any required coursework and revision periods are scheduled in advance. Yes No
- 10.7 The academic backgrounds and particular needs of students 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

The pass mark for the examinations is high. However, the achievement, across all London courses, is very high as it exceeds 90 per cent.

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

- 11.1 Teachers are appropriately qualified and experienced. Yes No
- 11.2 Teachers 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 teaching staff incorporate regular classroom observation. Yes No
- 11.4 Teachers are supported in their continuing professional development and enabled to develop further pedagogic techniques to enhance the learning of students. Yes No
- 11.5 Teachers respond to different learning needs of students where appropriate, taking various learning styles into account in their planning and delivery of lessons. Yes No
- 11.6 Teachers employ effective strategies to involve all students 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

Staff provide close and helpful monitoring to instructors during their induction and until they are ready to teach independently. Further enhancement in teaching development is being piloted at present, with an experienced instructor undertaking an external teacher training course. If this is thought to be of benefit it is likely to be offered to other instructors.

Very specific training was given to support the CAD/CAM instructor, prior to the new course with direct support from Carlsbad headquarters in the US.

The GIA Instructors Performance Descriptor Guide, the classroom observation form, is an excellent guide for assessing instructors.

12. **The institution provides students and teachers with access to appropriate resources and materials for study**

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

Comments

The course manuals are comprehensive. Other suitable support material is also available for use by the students and staff.

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

13.1 Courses are planned to include a schedule of assessments, the procedures and criteria for which are available in writing and in advance to students and teachers. Yes No

13.2 Assessment outcomes are monitored to enable the identification of students who are not making satisfactory progress and prompt intervention where appropriate. Yes No

13.3 Students are made aware of how their progress relates to their targeted level of achievement. Yes No

13.4 The institution takes appropriate steps to identify and discourage cheating and other misdemeanours, and to penalise offenders. Yes No

13.5 Additional support or advice on alternative courses is provided to students who are judged not to be making sufficient progress to succeed. Yes No

13.6 Oral and written feedback is given to individual students on a regular basis, tailored to meet their specific needs and constructive in its nature and delivery. Yes No

13.7 Students have appropriate access outside class time to teachers or personal tutors for academic support. Yes No

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

Comments

Students, whose academic performance is not meeting the minimum level required, will be placed on academic probation and during a period of one to three weeks their progress will be closely monitored. After this period, students who meet the minimum standards are removed from the probation but students who fail to meet the minimum standards are dismissed.

Students undertaking the diploma courses are tested each day with a compulsory computer assignment, that is marked and discussed on the following morning. The assignment is part of their homework and is undertaken through an on-line platform called Blackboard.

Where assessment takes the form of multiple choice questions, these are scrambled ensuring different sequences are given to the students, making cheating unlikely.

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

- 14.1 For courses leading to the award of a UK degree, the institution has a formal agreement with a recognised UK degree-awarding body. Yes No NA
- 14.2 For courses leading to other UK awards, the awarding body is recognised by the relevant regulator. Yes No NA
- 14.3 For courses leading to the award of an overseas degree, the institution has a formal partnership agreement with the overseas degree-awarding body, which is itself accredited by a recognised national agency. Yes No NA

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 students who receive the award meet the stated requirements for that level. Yes No NA
- 15.2 There is evidence of the extent to which the awards are accepted for the purposes of employment or further study. Yes No NA
- 15.3 External moderators are involved in the assessment process where appropriate. Yes No NA

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

Comments

GIA is the awarding body, with NARIC having benchmarked the courses.

GIA qualifications are accepted worldwide within the gem trade.

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

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

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

Comments

GIA London complies with, the awarding body GIA's, standard operation procedures.

Students who fail academically can appeal in writing, ultimately to the Chief Education Officer in Carlsbad.

17. **There is appropriate provision of advice for students intending to proceed to employment or higher/further education**

- 17.1 Students have access to advice from appropriate staff member on further study and career opportunities. Yes No
- 17.2 If the institution offers courses preparing students for higher education, they have access to prospectuses and to advice from a designated staff member both on selecting courses and institutions and on the application process. Yes No NA

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

Comments

The Director and other staff offer help and advice to students in assisting them with their curricula vitae (CVs) and interviewing techniques.

Although the computer design course is new to the London campus, students say that they would benefit from a little extra time to enable them to fully understand the CAD/CAM computer programme. They also need more help in finding employment in the gem design industry or in starting their own business.

GIA London has a notice board with job opportunities. In addition, there is now an active GIA Alumni Association that meets quarterly at the London centre. Students are invited to the meetings. These meetings give students the opportunity to hear industry talks and learn more about the support networks across the industry.

It is understood that GIA London is considering holding a specific subject career fair.

INSPECTION AREA - STUDENT WELFARE

18. **Students receive pastoral support appropriate to their age, background and circumstances**

- 18.1 There is at least one named staff member responsible for student welfare who is suitably trained, accessible to all students and available to provide advice and counselling. Yes No
- 18.2 Students receive appropriate advice before arrival. Yes No
- 18.3 Students receive an appropriate induction and relevant information upon arrival. Yes No
- 18.4 Students are issued with a contact number for out-of-hours and emergency support. Yes No
- 18.5 The institution 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

Apart from contact numbers, GIA also has a system in place to contact students if for any reason the College premises cannot open.

Students report that they are very satisfied with the pre-course information and support given by the GIA staff.

19. **International students are provided with specific advice and assistance**

- 19.1 International students receive appropriate advice before their arrival on travelling to and staying in the UK. Yes No
- 19.2 International students receive an appropriate induction upon arrival covering issues specific to the local area. Yes No
- 19.3 Information and advice specific to international students continues to be available throughout the course of study. Yes No
- 19.4 Provision of support takes into account cultural and religious considerations. Where possible, students have access to speakers of their own first language. Yes No

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

Comments _____

20. **The fair treatment of students is ensured**

- 20.1 Students apply for and are enrolled on courses under fair and transparent contractual terms and conditions. Yes No
- 20.2 Students have access to a fair complaints procedure of which they are informed in writing at the start of the course. Yes No
- 20.3 Students are advised of BAC's own complaints procedure. Yes No

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

Comments _____

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

- 21.1 Any residential accommodation is clean, safe and of a standard which is adequate to the needs of students. Yes No
- 21.2 Any residential accommodation is open to inspection by the appropriate authorities, including Ofsted where students under 18 are accommodated. Yes No NA
- 21.3 Clear rules and fire, health and safety procedures are in place, with appropriate precautions taken for security of students and their property. Yes No
- 21.4 A level of supervision is provided appropriate to the needs of students. Yes No
- 21.5 Separate accommodation blocks are provided for students under 18. Yes No NA

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

Comments _____

22. **Where home-stay accommodation is organised, the welfare of students is ensured and the institution's relationship with hosts is properly managed**

- 22.1 Due care is taken in selecting home-stay accommodation which both provides a safe and comfortable living environment for students and is appropriately located for travel to the institution and back. Yes No
- 22.2 Any home-stay accommodation is inspected before students are placed and is subject to regular re-inspection by a responsible representative or agent of the institution. Yes No
- 22.3 The institution has appropriate contracts in place with any hosts, clearly setting out the rules, terms and conditions of the provision. Yes No
- 22.4 Appropriate advice and support is given to both hosts and students before and during the placement. Yes No
- 22.5 Clear monitoring procedures are in place with opportunities for student 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 _____

23. **The institution provides an appropriate social programme for students and information on leisure activities in the area**

- 23.1 Students are provided with appropriate information on opportunities for participation at events and other leisure activities which may be of interest. Yes No
- 23.2 The social programme is responsive to the needs and wishes of students. Yes No NA
- 23.3 Any activities within the social programme have been chosen with consideration for their affordability by the majority of students. Yes No NA
- 23.4 Any activities organised by the institution 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

Information on various interesting social activities is displayed on the student noticeboard.

INSPECTION AREA - PREMISES AND FACILITIES

24. **The institution has secure possession of and access to its premises**

- 24.1 The institution has secure tenure on its premises. Yes No NA
- 24.2 Where required, the institution has access to suitable external premises for academic or non-academic purposes of a temporary or occasional nature. Yes No NA

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

Comments

25. **The premises provide a safe, secure and clean environment for students and staff**

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

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

Comments

The premises were refurbished last year and are in excellent condition.

26. **Classrooms and other learning areas are appropriate for the courses offered**

- 26.1 Classrooms and other learning areas provide adequate accommodation in size and number for the classes allocated to them. Yes No
- 26.2 Classrooms 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
- 26.3 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 laboratories are well equipped with high standard GIA instruments, which are sufficient in number for each student to have their own instrument.

The white boards in the classrooms are set too low for reasonable sight lines and should be repositioned for all to see.

27. **There are appropriate additional facilities for students and staff**

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- 27.1 Students have access to sufficient space and suitable facilities for private study, including library and IT resources. Yes No
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- 27.2 Teaching staff have access to sufficient personal space for preparing lessons, marking work and relaxation. Yes No
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- 27.3 Students and staff have access to space and facilities suitable for relaxation and the consumption of food and drink where appropriate. Yes No NA
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- 27.4 Students and staff have access to storage for personal possessions where appropriate. Yes No NA
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- 27.5 There are individual offices or rooms in which academic staff and senior management can hold private meetings and a room of sufficient size to hold staff meetings. Yes No
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- 27.6 Administrative offices are adequate in size and resources for the effective administration of the institution. Yes No

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

Comments

There is an excellent lounge along with an eating area, adjacent to which is a small kitchen for the use of staff and students. The lounge is also used as a presentation room with a lectern and a large elevated screen. The room can take a maximum of 50 persons.

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

Institution's strengths

GIA London is very well managed.

The administration has been greatly enhanced by the introduction of a new computer platform, which is incorporating many of the previously manual functions and helping to streamline its day to day working.

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

TEACHING, LEARNING AND ASSESSMENT

Institution's strengths

The robust training and assessment systems are well supported by a dedicated team of instructors, who are overseen by an effective academic management.

The teaching is enhanced by the excellent manuals and effective training facilities.

Support for new instructors is excellent, as is the classroom observation documentation.

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

STUDENT WELFARE

Institution's strengths

Students indicated that they are very happy with the way they are treated and supported.

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

PREMISES AND FACILITIES

Institution's strengths

The training facilities along with the rest of the building have been refurbished in the last 12 months and are of a high standard.

The laboratory classrooms are well fitted out with all the necessary instruments.

Three teaching rooms have very effective wide-screen liquid crystal display (LCD) televisions used for PowerPoint and other presentations.

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

RECOMMENDED AREAS FOR IMPROVEMENT

GIA London is recommended to incorporate the many staff policy documents into a formal staff handbook with an index.

It is suggested that reference to the staff handbook be incorporated into the contract letter to ensure that all matters relating to staff issues are read, once staff are employed.

GIA should consider extending and expanding the CAD/CAM course. The course could be extended in order to give students more time to undertake their design work and expanded to give them more help as to how to take forward developing their own business.

On the longer courses there is a case for a student representative to speak for the student group. It is suggested they could be voted in with a student personnel change at the mid-point of the course.

The white boards in the classroom are set too low and should be repositioned at a more appropriate height.

COMPLIANCE WITH STATUTORY REQUIREMENTS