



BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

INTERIM VISIT (Short Course Provider)

ORGANISATION: C L Global Group Ltd

ADDRESS: 10 Wellington Street,
Cambridge,
CB1 1HW

HEAD OF ORGANISATION: Allen Hao and Katrina Hao, Managing Directors

Accreditation status: Accredited

Date of visit: 25 July 2016

ACCREDITATION COMMITTEE DECISION AND DATE: 13 October 2016

PART A - INTRODUCTION

1. Background to the organisation

CL Global Group Ltd (CLGG), was incorporated on 2 April 2015 as a private limited company by the two Co-Founders and named Managing Directors. The registered office address is that of their Cambridge accountants. They have offered their summer school courses under the CL Global Group Ltd title, in Cambridge, since 2016.

The two Co-Founders and named Managing Directors, for four years prior to 2015, have offered a series of summer schools to Chinese undergraduate students at three colleges within Cambridge University and at four Chinese universities. Similarly, they also have offered courses in the USA; at Columbia and at Boston Universities. In 2016, they have expanded to provide courses in California and have an operational presence in Japan and Italy. This BAC accreditation, however, only covers the provision in the United Kingdom.

2. Brief description of the current provision

The area of study in the UK has been, and remains, business studies and its related topic areas. The attendees have been and are currently under-graduates students, in their first or second year, studying business at their home university. The Chinese Universities have supported these courses within their own universities. The three Cambridge colleges have also supported the courses in Cambridge. All home and host universities and colleges have written to the British Embassy to support the student visas required for these two and three-week courses.

For the 2016 period, and the sixth summer school offered in Cambridge, a total of seven courses covering business, engineering, law and international relations are being offered. The core staff have remained the same, and additional staff have been appointed to support groups which have totalled over 330.

The three Cambridge colleges act as the hosts for accommodation, breakfast, most lunches and some dinners. The Cambridge colleges also host the tuition and study facilities. The Cambridge colleges are: Corpus Christi; St Catherine's and Lucy Cavendish. The two former are in close proximity in central Cambridge, and the latter is just less than one-mile walking distance to the northwest. Each cohort, typically around 45 students, from each home university, are kept together in a single Cambridge college and for visits outside Cambridge.

Each cohort is divided into smaller groups for many of the study opportunities, and are assessed in the smaller group and not as individual students. Each cohort is supported throughout the time in Cambridge, and on the visits, by a small team of Cambridge graduate and undergraduate students.

All administrative and support staff live day & night for the duration within the allocated Cambridge college to facilitate ready and effective support of their cohort.

The age of a typical student is in the range 18 to 21 and no student is younger than 18. The majority of students are female. All students are assessed by Cambridge college tutors for their preparation and presentation work within the smaller groups.

An attendance certificate is presented to each student at a final dinner event. The home universities in China credit the students for their studies in Cambridge.

The two Managing Directors wish to double their Cambridge provision over the next five years, using the same three colleges. This has been encouraged by the good working relationship established with the three colleges, who are willing to suggest additional suitable tutors, and to provide the increase in accommodation required. A science option may be added to the current business emphasis and the civil engineering option.

3. Inspection visit process

The inspection was carried out by one inspector over one day and attended the programme at St Catharine's College, Cambridge. A number of documents were reviewed in addition to discussions with one of the Directors, the Cambridge Programme Director and a member of the administrative team with regard to the response to the previous inspection, the current programme and the future plans of CL Global. This inspection report is in relation to the provider's provision in the United Kingdom only.

4. Inspection history

Full inspection: 12 - 13 August 2015

PART B – JUDGEMENTS 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

1. Significant changes since the last inspection

There has been an increase in the number of participants and the three Cambridge colleges working with the company are able to accommodate the increase in group sizes.

Engineering courses have been added to the portfolio of Business and English Culture courses, with other STEM courses being considered for future years. The increase in numbers at Cambridge has taken place when the company has expanded its provision in the USA, Japan and Italy so the number of staff employed in China has been increased to administer the greater numbers.

There has been the appointment of a Cambridge Programme Director, based in Cambridge, who liaises with the colleges, tutors and deals with any 'local' matters, including feedback.

CL Global Group are now using a database so that all those involved with the delivery of the courses in Cambridge can view the relevant student data.

2. Response to actions points in last report

2.4 Handbooks must be checked for completeness, especially with respect to relevant elements of NHS regulations, and English legislation - discrimination, etc. They might also be rationalised and common elements accessed electronically from a single source to ensure accuracy, and consistency.

The handbooks have been reviewed and the contents are now more comprehensive and meet the points made in the BAC report. They will be reviewed again at the end of the season.

4.1, 6.2 CLGG must clarify their formal relationship with each Cambridge college, and especially with respect to any association with college administrators and tutors.

The newly appointed Cambridge Programme Director now plays the key role in liaising with the Cambridge colleges, administrators and tutors.

7.4 Feedback must be formalised and reported to students and to tutors.

'Stakeholder Feedback' is collected but the method of dissemination has not been finalised. The feedback is used as an input into the CL Global action plan for the following year.

Thirteen recommendations were made for quality improvement. Progress has been made on all the points itemised and they have generally been achieved or the documentation amended so that they are no longer relevant.

Response to recommendations in last report

The CLGG organogram should be updated to be complete, and show role titles rather than staff names.

Completed.

CLGG should review the staffing provision to manage the planned increase in student numbers.

Additional staff appointed

Quantitative details of required attendance and punctuality should be included in the student and staff handbooks, so that the attendance certificates can reflect these requirements consistently.

Staff and Student Handbooks updated to specify attendance requirements and link to certification.

CLGG should clarify the appropriateness of each host college bursar signing their cohort's attendance certificates.

The bursar no longer signs the certificate but it is now signed by the conference manager.

The teachers reported that they would welcome feedback and an overview of the whole academic programme.

Feedback is now provided for all the teachers on the programme.

It is questionable that students are required to sign a document that absolves CLGG of almost all the usual English company responsibilities.

The document has been amended to conform with English company responsibilities.

CLGG should consider extending the hierarchy for student enquiries and complaints from two to three, to allow solutions to be managed at more appropriate level.

Completed.

CLGG should create a list of health & safety issues to enable them check-out the rented premises.

Completed.

CLGG should clarify in more detail which aspects, and to what extent of the college provision is included in their contract - for example: health & safety issues; first aid provision; access to emergency services.

Completed.

Specify and monitor the temperature in teaching rooms, and ensure that fan noise is not distracting for teachers and students.

Action has been taken so that rooms used by the programme are monitored and changes made where appropriate.

Rearrangement of classroom portable furniture could result in better student seating and participation.

Rooms used by the programme are more suitable for small group use.

Small break-out rooms, rather than lecture theatres, might provide better accommodation for the smaller group meetings.

Completed.

For the planned expansion, CLGG should consider a daytime-manned office in each Cambridge college venue, for enquiries, and resources.

A Cambridge Programme Director has been appointed and he is based in Cambridge

3. Compliance with BAC accreditation requirements

3.1 Management, Staffing and Administration (spot check)

	Met	Partially met	Not met	
The standards are judged to be	✓			
Comments The provider has maintained the efficient management and administration of the courses and has increased staffing to deal with the increased student recruitment.				

3.2 Teaching, Learning and Assessment (spot check)

	Met	Partially met	Not met	
The standards are judged to be	✓			
Comments The involvement of Cambridge tutors from the various colleges has ensured that the small group teaching is of a high standard. The use of Chinese postgraduate Cambridge students has also provided more support for students if they are having difficulties with the English language. The notes and handouts for the courses are printed and given to the students before they leave China, help to build confidence in the participants.				

3.3 Participant Welfare (spot check)

	Met	Partially met	Not met	
The standards are judged to be	✓			
Comments The welfare programmes for the various courses are well planned.				

3.4 Premises and Facilities

	Met	Partially met	Not met	
The standards are judged to be	✓			
Comments The use of Cambridge colleges for accommodation, teaching and leisure activities has been well coordinated and is of a high standard. Since the last BAC report, progress has been made with regard to classroom layout and health & safety responsibilities as recommended in the last inspection report.				

PART C – SUMMARY OF STRENGTHS AND ACTION POINTS

Institution’s strengths

CL Global has successfully developed comprehensive programmes in business, humanities and engineering which are meeting the needs of international students who wish to experience a short period at one of the excellent Cambridge college’s involved with the programmes. The participants are also exposed to the wider experiences offered by Cambridge and its university. The responsive nature of CL Global to the needs and aspirations of the participants reflects the continuous re-evaluation undertaken by the company in consultation with the various stakeholders associated with the programmes.

Actions required	Priority H/M/L
None	

Recommendations
None

COMPLIANCE WITH STATUTORY REQUIREMENTS

Declaration of compliance has been signed and dated.	YES
Further comments, if applicable	