



BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

INTERIM VISIT (International Centre)

INSTITUTION: Ethan Hathaway Co Ltd

ADDRESS: Suite 823B
Star House
3 Salisbury Road
Tsim Sha Tsui
Kowloon
Hong Kong

HEAD OF INSTITUTION: Fiona Lee and Vincent Po

Accreditation status: Accredited

Date of inspection: 28th April 2016

ACCREDITATION COMMITTEE DECISION ON ACCREDITATION: 14 July 2016

PART A - INTRODUCTION

1. Background to the institution

Ethan Hathaway provides information, training and coaching for business executives and financial professionals around the world. The limited company was created in August 2005 by its two directors. The company is located in Kowloon, Hong Kong but the training takes place in conference facilities within hotels around the world. The first training course was delivered in April 2006.

The two owners manage and run the company, supported by a small team who assist with the administration and marketing. One of the owners is the director of marketing and the other the director of business development. Ethan Hathaway has developed a reputation for providing financial, banking, corporate sector as well as governmental departments around the world.

2. Brief description of the current provision

Ethan Hathaway provides training in three ways. The large majority of its training is instructor led and is located in prestigious hotels in major hub cities including Singapore, Hong Kong, Dubai, London and Kuala Lumpur. Delegates will typically fly in to attend these courses. A yearly schedule of courses is marketed with the largest volume taking place in the fourth financial quarter, between October and December, that fits in with the spending patterns for training by large banks. In addition to scheduled courses, Ethan Hathaway also provides bespoke in-house training to meet the needs of clients within the financial sector and other sectors such as oil and gas, Fast Moving Consumer Goods (FMCG), logistics, etc. Furthermore, it also offers online training courses that consist of pre-recorded webinars and e-books.

The courses are developed and delivered by contracted trainers who are experts within their field. At the hotel venues a course hostess greets the delegates and manages the domestic arrangements. The hostess provides a daily feedback of the event, including attendance details, to the head office in Hong Kong.

In a typical year around 300 delegates will attend the courses. The client list extends to delegates from many international banks undertaking senior roles. The range of courses offered includes: Asset and Liability Management; Accounting and Auditing; Credit; Corporate Finance; Risk Management; Derivatives; Capital Markets; Securitisation; Project Finance; Trade Finance; Treasury Management; Leadership Management; Sales; Project Management; Oil and Gas, and other energy topics. Courses typically range in duration from two to five days.

3. Inspection process

The inspection visit was conducted by one inspector over half-a-day. During the inspection, the inspector met senior management with all meetings taking place in the organisation's office. The institution approached the inspection in a cooperative and professional manner. All requests for information were met promptly and efficiently.

4. Inspection history

Full inspection: 24 to 26 November 2014

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 institution

1. Significant changes since the last inspection

There have been no significant changes since the last inspection

2. Response to action points in last report

3.3 - The new system for appraising staff must be implemented and include opportunities for staff to reflect on the own performance.

An appropriate appraisal system has been introduced which supports office staff in benchmarking their own performance against management expectations and provides for good opportunities for self-reflection.

8.2 - An annual report must be produced on the progress that Ethan Hathaway is making.

An annual report has now been introduced allowing management to have a better understanding of Ethan Hathaway's progress.

The review process has now become part of a regular cycle of review with management meeting on a regular basis to discuss and review progress.

11.3 - A system must be developed to observe the delivery of training to help ensure consistency.

Course delegates tend to be senior executives in the banking and financial sector although the scope of the institutions provision is expanding. At the end of each course an evaluation form is distributed. The evaluation forms are collected at the end of the training course and returned to back to Ethan Hathaway. They are scrutinised by Ethan Hathaway and concerns are followed up with the individual consultant.

The evaluation forms are seen by the trainer as part of the feedback process.

20.2 - A complaints procedure must be developed.

The institution has developed a comprehensive complaints procedure. The procedure sets out measures for lodging a complaint and sets out a clear policy on how the complaints will be managed. The policy demonstrates a commitment to respect the claimant and to the transparency of the complaints procedure.

However, the policy does not identify the British Accreditation Council as being the final level of recourse for complaints once the internal complaints process has been exhausted.

25.4 - Delegates must be provided with instructions, at the beginning of their course, regarding what to do in the event of an emergency.

The institution does not have a generic set of instructions because courses are delivered at hotels. However, for each hotel used they have obtained the hotel's safety/emergency guidelines. These are then distributed to all delegates at the beginning of each course. The instructions clearly set out evacuation procedures and evacuation routes. Ethan Hathaway uses a small number of hotels for its courses but when a new venue is used is now standard practice to request the evacuation procedures from the hotel.

3. Compliance with BAC accreditation requirements – spot check

3.1 Management, Staffing and Administration

	Met	Partially met	Not met	NA
The standards are judged to be	✓			
Comments This is a well-managed organisation that uses IT effectively to manage the delivery of training around the world. The organisation maintains a high quality service in a highly competitive environment. Their use of delegate feedback is very effective in ensuring client satisfaction.				

3.2 Teaching, Learning and Assessment

	Met	Partially met	Not met	NA
The standards are judged to be	✓			
Comments Trainers are well qualified and are required to stay abreast of new developments within their fields of expertise. Delegates indicate high levels of satisfaction with the courses.				

3.3 Learner Welfare

	Met	Partially met	Not met	NA
The standards are judged to be		✓		
Comments The production of a complaints procedure demonstrates the institution's commitment to learner welfare. 20.3 No reference is made to the BAC's complaints procedure.				

3.4 Premises and Facilities

	Met	Partially met	Not met	NA
The standards are judged to be	✓			
Comments The premises used are of a high quality and are in line with the institution's target market and delegates' expectations. All delegates are issued with emergency evacuation guidelines at the start of each course.				

PART C – SUMMARY OF STRENGTHS AND ACTION POINTS

Institution's strengths

The institution is well managed and effectively administered.
Courses are delivered by well qualified staff.
The institution is open to scrutiny and welcomes feedback as part of its quality assurance processes.
Courses are delivered at one of the five global financial centres thereby providing a high level of accessibility to delegates.
The premises used in each location are of a high quality and meet the expectations of delegates.

Actions required	Priority H/M/L
20.3 - The complaints procedure needs to list BAC as being the final arbiter once the internal complaints process has been exhausted.	M

COMPLIANCE WITH STATUTORY REQUIREMENTS

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