



BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

INTERIM VISIT (Online, Distance & Blended Learning)

INSTITUTION: Galaxy Education

ADDRESS: 71-73 Shelton Street
Covent Garden
London
WC2H 9JQ

HEAD OF INSTITUTION: Mr Balamuthukumar Namasivayam

ACCREDITATION STATUS: Accredited

DATE OF VISIT: 30 August 2017

ACCREDITATION COMMITTEE DECISION AND DATE: Suspended 19 October 2017

PART A - INTRODUCTION

1. Background to the institution

Galaxy Education (the Provider) is registered as a private limited company, under the name of Galaxy Multimedia Limited. It is owned by the University of East London (UEL) and operates from offices in a modern business centre adjacent to UEL's London Docklands campus. The Provider also rents space in Covent Garden in London, which it uses as its business address.

The Provider was established in December 2013 and has one director, who is also the owner. The owner also runs a business and management consultancy from the same Docklands premises. This organisation and the training provider are not formally linked and BAC does not accredit the consultancy business.

Galaxy Education's aim is to be an online professional education provider, which offers value for money to students and help them to achieve their dream career.

Galaxy Education has offered a limited programme of computing and business courses, on an online and distance-learning basis, since September 2014. Thirty-nine learners have been recruited to date. The Provider is an approved centre for Cisco Systems computer software courses. It has also gained approved centre status from Awards for Training and Higher Education (ATHE) and the British Institute of Resource Development.

Since the previous inspection in March 2015, the operations of the Provider have been temporarily put on hold. At the time of this interim inspection, plans were in place to re-launch the provision with the intention of commencing training programmes in the autumn of 2017.

2. Brief description of the current provision

Galaxy Education has currently one participant enrolled on a Level 5 Diploma in Management, which is accredited by ATHE. This participant is a legacy learner, who was enrolled at the time of the last inspection, and remains on the same programme. Of the other previous learners, the very large majority successfully completed an unaccredited career development programme.

The Provider is proposing to run the same courses as it did originally. These include a fast track test analyst course, a fast track business analyst course and a career development course. All three courses have been designed internally, with outside expert help, and are intended to be delivered at degree level.

The Provider's website also includes information about an online Cisco-Certified Network Associate (CCNA) course on routing and switching. This is an entry level programme for computer network engineers. At the time of this inspection there were no enrolments on this course.

All learners study on a part-time basis. They come from a broad geographical spread including India and Australia.

The Provider is planning to extend its provision significantly. Courses are in development, in collaboration with university professors, and include cloud computing and robotics engineering. In addition, the Provider intends to enable learners to attend a minority proportion of their training face-to-face in London. It is also intended to run two-week study tours. These tours would be designed for learners from overseas to complete a two-week programme of study and social activity aimed at providing an insight into British culture and the possibilities of studying or working in the UK.

3. Inspection visit process

The inspection was conducted by one inspector for half a day. The inspection was carried out at the business premises in Covent Garden. The process included a face-to-face interview with the Chief Executive Officer (CEO) and a telephone interview with the Accounts Manager. The inspector reviewed management information, minutes of meetings, staff and student handbooks and the online student management system. The website, arrangements for recruitment, quality monitoring and staffing arrangements were all scrutinised electronically. All staff cooperated fully with the inspection process.

4. Inspection history

Full inspection: 25-26 March 2015

PART B – JUDGMENTS AND EVIDENCE

The following judgments and comments are based upon evidence seen by the inspector during the inspection and from documentation provided by the institution.

1. Significant changes since the last inspection

Since the last inspection, there was a temporary cessation of operations. The Provider is now working towards re-starting its training operations from September 2017. Therefore, marketing and recruitment arrangements have once again commenced. There are no changes to personnel or to the current course offer. There are a number of new courses in the very initial stages of development but as yet these are not advertised or available.

The Provider still operates its training and general management from the premises in London's Docklands but it now uses the Covent Garden address to conduct business meetings and on correspondence. However, no training is delivered there and the premises are not used for any student recruitment or other student interaction.

2. Response to actions points in last report

4.1 The Provider must update its website to provide more consistent and comprehensive information on course content, learning outcome and level.

The Provider has updated its website and there is now a full range of relevant information regarding the courses.

14.4 The provider must ensure that action plans are implemented and reviewed, with outcomes reported to all senior managers.

This action has not been addressed because trading and operations ceased after the last inspection. Therefore, this action will be applicable once operations recommence.

17.3 The Provider should appoint one or more external moderators to strengthen assessment practice on internal awards.

This action has not been addressed because trading and operations ceased after the last inspection. Therefore, this action will be applicable once operations recommence.

3. Response to recommended areas for improvement in last report

The company should consider appointing an additional director, non-executive director or independent trustee to the board of directors.

This recommendation has not been addressed because trading and operations ceased after the last inspection. Therefore, this recommendation will be applicable once operations recommence.

The company should ensure all tutors attain relevant qualifications, subject knowledge and communication skills for ODBL courses as student numbers expand and new tutors are appointed.

This recommendation has not been addressed because trading and operations ceased after the last inspection. Therefore, this recommendation will be applicable once operations recommence.

4. Compliance with BAC accreditation requirements

4.1 Management, Staffing and Administration (spot check)

	Met	Partially Met	Not met	
The standards are judged to be		✓		
<p>Comments Managers are entrepreneurial and highly collaborative. They work very well with senior academics to plan and develop innovative provision.</p> <p>The website contains some content, which is aspirational for example a statement to the effect that there are opportunities to complete internships at major companies, when these arrangements are not formalised. In addition, the website does not include images of trainers or staff and does not list the aims of the Provider so that they can be seen by those who visit the homepage.</p> <p>Training staff are very well-qualified in their academic subject area and have achieved high levels of success in their careers. However, they have no teaching or training qualifications and do not have the opportunity to meet to discuss and develop best practice in teaching and learning.</p> <p>The provider has plans to ensure its trainers and staff meet, at least virtually, every month to discuss learners' progress and evaluate their feedback. However, the necessary arrangements and systems to enable these meetings to be effective are not currently in place.</p>				

4.2 Teaching, Learning and Assessment (spot check)

	Met	Partially met	Not met	
The standards are judged to be	✓			
<p>Comments Online delivery is appropriately enabled through the online content and effective communication with tutors.</p>				

4.3 Student Welfare (spot check)

	Met	Partially met	Not met	
The standards are judged to be	✓			
<p>Comments Proposed arrangements to ensure learners' welfare are sufficient at this point in time. However, these arrangements will need to be reviewed in practice once learners are enrolled.</p>				

4.4 Premises and Facilities (spot check)

	Met	Partially met	Not met	
The standards are judged to be	✓			
<p>Comments The premises are comfortable and very well-located in the centre of London.</p>				

PART C – SUMMARY OF STRENGTHS AND ACTION POINTS

STRENGTHS
Innovative and entrepreneurial managers who collaborate very well with senior academics to plan and design provision.
Comfortable and well-located offices.

ACTIONS REQUIRED	Priority H/M/L
The Provider must ensure that the website content is amended so that it more accurately reflects the current stage of development of the Provider.	M
The Provider must support the development of its trainers’ pedagogic skills through the promotion of a basic teaching qualification, to enhance their excellent technical skills and knowledge.	L
The Provider must ensure that action plans are implemented and reviewed, with outcomes reported to all senior managers.	M
The Provider should appoint one or more external moderators to strengthen assessment practice on internal awards.	M

RECOMMENDED AREAS FOR IMPROVEMENT
The company should consider appointing an additional director, non-executive director or independent trustee to the board of directors.
The Provider should ensure that its internship arrangements and offer to participants are formalised by, for example, agreeing a memorandum of understanding with internship providers.
The Provider should consider some amendments to its website so that it more fully represents its aims and mission for example, by the inclusion of staff photograph, and listing the aims and mission on the home page.
The Provider should provide opportunities for its trainers to develop their teaching practice by meeting to share best practice and discuss successful teaching techniques.
The Provider should proceed with its plans to meet, by use of an online communication platform, with trainers and staff on a monthly basis to discuss learners’ progress and evaluate their feedback.

COMPLIANCE WITH STATUTORY REQUIREMENTS	
Declaration of compliance has been signed and dated.	YES
Further comments, if applicable	