



BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

INTERIM VISIT (Short Course Provider)

ORGANISATION: INTRAC (International NGO Training and Research Centre)

ADDRESS: Oxbridge Court
Osney Mead
Oxford
OX2 0ES

HEAD OF ORGANISATION: Ms Clare Moberly

Accreditation status: Accredited

Date of visit: 8 September 2016

ACCREDITATION COMMITTEE DECISION AND DATE: 13 October 2016

PART A - INTRODUCTION

1. Background to the organisation

The International Non-Governmental Organisations (NGO) Training and Research Centre (INTRAC) was established in 1991. INTRAC is a limited company and registered charity. Its aim is to alleviate poverty and strengthen civil society. It addresses these aims by providing training, consultancy and research services to organisations involved in international development and relief. Such organisations include, but are not limited to, the Red Cross, Oxfam and Amnesty International. The main goal includes the desire to improve NGO performance by exploring policy issues and by strengthening management and organisational effectiveness. The head office of INTRAC is located at Oxbridge Court, Osney Mead, Oxford, where all INTRAC's administration takes place.

INTRAC undertakes a wide range of consultancy and research assignments using members of staff and contracted experts. Conferences and partnership workshops are organised in Africa, Asia, Europe, the Middle East, and Latin America. It also publishes an extensive range of resources.

2. Brief description of the current provision

Training includes tailor-made in-house programmes delivered to NGO staff, and face to face training courses in Oxford, mainly for NGO staff but also attended by government officials and civil servants, and consultants. INTRAC's online learning courses comprise distance learning and webinars, enabling participants in a number of countries to receive training without the costs of travel to the UK.

INTRAC's face-to-face courses include a coaching component for all face-to-face training courses. Each participant receives a coaching session with a trainer, conducted via Skype or telephone, and arranged some weeks after the conclusion of the Oxford residential element of the course.

BAC accreditation relates to the face-to-face training courses only. The INTRAC face-to-face training courses are delivered at the Hawkwell House Hotel in Iffley (about three miles south-west of Oxford centre), where residential accommodation is also provided. All courses are of short duration and are aimed at improving professional competence. None of these courses are accredited by an awarding body, however, certificates of attendance are given to all participants.

Approximately 20 face-to-face courses in Oxford are advertised annually, of which around 15 secure sufficient enrolment to operate. Courses are run at both introductory and advanced levels, and topics include (amongst others) Monitoring and Evaluation; Advocacy Planning Monitoring and Evaluation; Organisational Development; Advanced Partner Capacity Building; Theory of Change for Planning and Impact Assessment. Courses reflect INTRAC's expertise and its own Theory of Change model. Most courses have around 12 participants and the maximum is 16. Minimum enrolments are set for some courses which depend upon extensive interaction amongst participants. Trainers include INTRAC staff, external consultants, and experts contracted for individual courses.

All participants are adults that come from over 50 countries – mainly Africa and Europe, with small numbers from Central Asia and other parts of the world.

3. Inspection visit process

The inspection was carried out by one Inspector over a half-day at INTRAC's offices. These offices are located at Osney Mead, about one mile west of Oxford centre. Meetings were held with: incoming Training Manager, outgoing Interim Training Manager, Training Coordinator, Training Officer and the research and consultancies

support. All these staff were readily available and most hospitable. A private room was made available for the meetings, and all documentation was readily available. This inspection report is in relation to the provider's provision in the United Kingdom only.

4. Inspection history

Full Accreditation inspection:	19-20 October 2010
Supplementary inspection:	24 June 2011
Interim inspection	30 January 2012
Reaccreditation inspection	24 and 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 provider

1. Significant changes since the last inspection

INTRAC is currently in the process of recruiting a new Executive Director. In the meantime, the Director of Consultancies and Training is acting as the Interim Executive Director. Since the previous inspection, INTRAC has recruited a new Training Manager, who started in September 2016.

2. Response to action points in last report

17.4 Participants should be given an emergency telephone number for an INTRAC representative.

This facility is now in place. A dedicated mobile telephone number is provided to all participants. This mobile telephone is manned 24 hours a day by the Duty Officer for that period. This facility is emphasised at the induction session of each course.

3. Response to recommendations for improvement in last report

Applicants are required to give nil returns on specific requirements on the application form, and that more detailed prompts are provided.

The Application Form has been redesigned. All forms are reviewed immediately on receipt, and further information requested as necessary – usually via e-mail.

Course review procedures are documented.

All participants are required to complete a new and comprehensive questionnaire on the completion of each course. Analysis of all these is generated via a spreadsheet, and general issues are fed-back to the participants. In addition, the averages from the quantitative feedback questions are sent to trustees with the Board report.

The possibility of using two or more key trainers, particularly on the five day courses, is considered.

A few courses have two trainers. The majority of the remainder have guest speakers for the specialist topics.

Meetings of trainers are held on a regular, if infrequent basis.

All trainers are well recognised experts in their field. INTRAC aims to organise at least one day a year for associate trainers to meet. They review courses and their content, sharing updates on themes, strategies, and administrative issues. Other meetings are arranged as appropriate.

The format of the trainer observation form is reviewed.

A new and commendably comprehensive form is now in use. Observations are conducted by the Training Manager.

Information on Oxford is compiled tailored to the profile of course participants.

Some progress has been made in tailoring the information on Oxford to the profile of the course participants, who are mature adults.

Contacts in the event of an emergency relating to a participant are collected.

This is now done via the participant's initial application form, and checked and extended at the induction stage of each course.

More detailed information is provided on medical provision in the for EU nationals and others, and on medical insurance opportunities for participants to engage in social activities together are encouraged.

INTRAC stipulates that participants must take responsibility for their medical insurance.

Provision of opportunities for participants to engage in activities together is considered.

Participants all dine together. A final session is shared by all participants for a review and issue of attendance certificates.

4. Compliance with BAC accreditation requirements – spot check

4.1 Management, Staffing and Administration

	Met	Partially met	Not met	
The standards are judged to be	✓			
Comments INTRAC's open training courses are well managed by the small, stable, and effective training team. Strong administrative procedures are in place, and rigorously applied.				

4.2 Teaching, Learning and Assessment (spot check)

	Met	Partially met	Not met	
The standards are judged to be	✓			
Comments Procedures for obtaining and acting upon participant feedback represent good practice. Feedback is provided by all participants. Trainers engaged have evident expertise and highly relevant experience. Training is interactive and draws extensively on the background and experience of participants. Trainers are routinely observed and recording documentation is comprehensive.				

4.3 Participant Welfare (spot check)

	Met	Partially met	Not met	
The standards are judged to be	✓			
Comments Three INTRAC full-time staff are first-aiders, and Hawkwell House Hotel additionally provides this facility. Participant enrolment procedures are thorough.				

4.4 Premises and Facilities

	Met	Partially met	Not met	
The standards are judged to be	✓			
Comments The quality of residential accommodation and catering at Hawkwell House is very high. The Hawkwell House Hotel is a good venue for the courses. It provides an excellent environment for both training and recreation.				

PART C – SUMMARY OF STRENGTHS AND ACTION POINTS

Provider’s strengths
Publicity material is accurate and comprehensive.
Feedback is analysed and used for policy and course development.
The ethical approach of INTRAC is evident in its activities and operations.

Actions required	Priority H/M/L
None	

RECOMMENDED AREAS FOR IMPROVEMENT
At both initial application form and registration stages, it may help to be more specific in requesting individual participant’s medical and impairment issues and their specifically related requirements.
While the administrative team is long standing and stable, there would be advantages in developing flow-charts for important processes such as participant application; registration; checks of participant data completion.
The information provided for participants before travel to Oxford could be enhanced by listing contact details for public services (doctor, hospital, ambulance, police). Also some indication about the cost of eating out and public transport; suitable clothes and weather protection; places of worship.

COMPLIANCE WITH STATUTORY REQUIREMENTS	
Declaration of compliance has been signed and dated.	YES
Further comments, if applicable	
None	