

BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

Short Course Provider (SCP) Full Inspection

ORGANISATION: The Iver Academy

ADDRESS: Goldfinger Avenue,
Pinewood Studios,
Iver Heath,
Bucks SL10 0NH

HEAD OF ORGANISATION: Elizabeth Tagg-Wooster, Principal/Company Director

DATE OF INSPECTION: 24 - 25 May 2016

ACCREDITATION STATUS AT INSPECTION: Unaccredited

DECISION ON ACCREDITATION:

- Accreditation awarded for the full four-year period.
- Decision on accreditation deferred.
- Award of accreditation refused.

Date: 14 Jul 2016

1. Background to the organisation

The Iver Academy (the Academy) is a make-up and hair academy for industry-based courses in film, TV, theatre and fashion. The courses run all year and include TV, film and theatre make-up and hair, prosthetic make-up, fashion and beauty make-up, airbrushing and advanced courses.

The Academy was founded in September 2015 by several of the staff of Greasepaint Makeup School, a well-established media make-up school located in Ealing, which closed following the death of its Principal and founder. The Academy has managed to acquire suitable premises in Pinewood Studios near Iver in Buckinghamshire, which it holds on an initial three-year lease.

The Academy's principal, directors and teaching staff all have considerable experience of the film and television industries. All the tutors, except the principal, work for the Academy part-time as self-employed trainers, engaged to deliver particular course modules, and also continue to work in the industry as professional make-up and hair designers and artists. About 75 per cent of the Academy's students are in the age range 18-25; the remainder are those aiming for a career change, usually after working in the hairdressing or beauty therapy fields. All students are selected after an interview which confirms their firm intention of following a career in the media make-up field.

The Academy benefits from the reputations of its tutors within the industry, their professional contacts and the location of its premises at Pinewood Studios.

2. Brief description of the current provision

The Academy offers four main full-time courses which are delivered in cumulative modular format. Courses start in September, January and April. There is a Beginners' Certificate in Make-up and Hair Artistry which last for 12 weeks. A Foundation Certificate in Make-up and Hair Artistry takes a further two weeks. A 24-week Intermediate Certificate in Make-up and Hair Artistry takes a further ten weeks, and finally the Advanced Certificate in Make-up and Hair Artistry takes a total of 30 weeks. The Academy also offers short courses in Fashion & Beauty Make-up & Hair Artistry, Advanced Hair Artistry and Further Prosthetics, and regularly runs two-day 'taster courses' and open days.

The Academy started its first course in mid-September 2015 with eight students. The four that continued for the full 30 weeks graduating in mid-May this year with the Advanced Certificate. At the time of this inspection, the courses that began in January and April 2016 were running. The course due to start in September 2016 was already nearly fully booked.

3. Inspection process

The inspection involved one inspector for two days. The inspector interviewed the Principal/Company Director, the Operations Manager, the Financial Director, the Operations Assistant, and the Vice Principal and senior tutor. The inspector also had meetings with tutors and a group of students. A range of documents, the Academy's website and printed publicity were made available to the inspector. Segments of three teaching sessions were also observed.

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 provider.

INSPECTION AREA - MANAGEMENT, STAFFING AND ADMINISTRATION

1. The provider 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 provider 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 and those working at the delivery venue/s. | <input checked="" type="radio"/> Yes <input type="radio"/> No |

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

Comments

2. The administration of the provider 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 provider. | <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 provider. | <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 |
| 2.6 | Administrative offices are adequate in size and resources for the effective administration of the provider. | <input checked="" type="radio"/> Yes <input type="radio"/> No |

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

Comments

The administrative team has a great deal of experience in the film, television, theatre and fashion field. Members have suitable job descriptions.

Policies and procedures are appropriately documented and well-suited to the size and management requirements of the organisation.

3. **The provider 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

The permanent staff of this small, recently established organisation are suitably qualified and experienced. The staff consists of the full-time Principal/Director, the Operations Manager (four days a week), the Operations Assistant (three days a week) and the Course Co-ordinator/Welfare Officer (two days a week). Tutors are selected because of their reputations within the industry and are contracted on a self-employed basis to teach particular course modules. Staff files contain their CVs and relevant personal and career details.

At present there is no system of reviewing staff performance, although the Principal recognises its value and plans to introduce one for administrative staff and for the 'core' tutors in the future.

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

- 4.1 Text and images provide an accurate depiction of the provider'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 Academy's website and print publicity describes the courses accurately and raises realistic expectations.

5. **The provider takes reasonable care to recruit and enrol suitable participants for its courses**

- | | | |
|-----|---|--|
| 5.1 | Entry requirements for each course, including those relating to language ability, are set at an appropriate level and clearly stated in the course descriptions seen by prospective participants. | <input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA |
| 5.2 | A formal application process ensures that participants meet the entry requirements and any claimed qualifications are verified. | <input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA |
| 5.3 | The provider replies to all application enquiries promptly and appropriately and briefs all stakeholders properly on the nature and requirements of its programmes. | <input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA |
| 5.4 | Any overseas recruitment agents are properly selected, briefed, monitored and evaluated. | <input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> NA |

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

Comments

The Academy's entry requirements for courses are a minimum age of 18 and to pass an interview, usually face-to-face but if necessary online. The interview probes applicants' experience and motivation, and ensures they fully understand the requirements of the course. Participants are always invited to attend an open day before enrolling, and are encouraged to take a two-day taster course, the cost of which is deducted from their main course fees if they enrol.

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

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|-----|---|--|
| 6.1 | There is a clear and published policy on participant attendance and punctuality. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 6.2 | Accurate and secure records of attendance and punctuality at each session are kept for all participants, collated centrally and reviewed. | <input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA |
| 6.3 | Participant absences are followed up promptly and appropriate action taken. | <input checked="" type="radio"/> Yes <input type="radio"/> No |

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

Comments

It is made clear that participants will not receive the course certificate unless they complete all the modules. Participants sign in each day to record their attendance and punctuality and tutors complete a daily report form, detailing each participant's performance day by day. Absences are followed up. Participants who unavoidably miss part of their course are offered catch-up work or the chance to return on a subsequent course to make up what they have missed to enable completion of their course.

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

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

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

Comments

Feedback from participants and other stakeholders is regularly obtained but there is no formal mechanism for reporting on the provider's response to feedback.

It is recommended to add the tutor's name to the module's '*Student Feedback Week*' form.

8. **The provider 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 provider's performance. Yes No
- 8.2 Reports are compiled which present the results of the provider's reviews and incorporate action plans. Yes No
- 8.3 Action plans are implemented and regularly reviewed. Yes No

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

Comments

Since its establishment in September 2015, the directors and management team have constantly reviewed and adjusted the Academy's provision in the light of participant, tutor and industry feedback. The Academy should compile a written report, at least annually, that reviews performance and incorporates an action plan.

However, the inspector judges this standard to be met overall because, at the time of the inspection, the Academy had only been operating for less than eight months, there was evidence of constant review and improvement by the directors and the management team. Therefore, there is no corresponding action point.

INSPECTION AREA - TEACHING, LEARNING AND ASSESSMENT

9. Programme management is effective

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|-----|--|--------------------------------------|--------------------------|--------------------------|
| 9.1 | There is a suitably qualified and experienced programme manager or management team with responsibility for teaching, learning and assessment and the management of the body of trainers. | <input checked="" type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> NA |
| 9.2 | Classes are timetabled and rooms allocated appropriately for the courses offered. | <input checked="" type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> NA |
| 9.3 | The allocation of trainers to classes provides for a consistent learning experience and delivery is monitored to ensure consistency. | <input checked="" type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> NA |
| 9.4 | There is an appropriate policy and effective procedures for the acquisition of teaching and learning resources. | <input checked="" type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> NA |

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

Comments

The Principal, Vice Principal and Operations Manager are highly experienced in managing, designing and delivering the Academy's courses. They and most of their colleagues worked for the organisation's predecessor, Greasepaint Makeup School, for many years.

The capacity of the largest studio is 16 but when the number of participants in a group exceeds ten, a second tutor is employed.

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

- | | | | | |
|------|---|--------------------------------------|--------------------------|-------------------------------------|
| 10.1 | Courses are designed and delivered in ways that allow participants to develop the knowledge and skills which will be required for final examinations or assessments or which meet stakeholders' requirements. | <input checked="" type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> NA |
| 10.2 | Lessons and assessments maintain an appropriate focus on any assessment objectives or statement of learning outcomes established by the awarding body. | <input type="radio"/> Yes | <input type="radio"/> No | <input checked="" type="radio"/> NA |
| 10.3 | Formative assessments appropriately reflect the nature and standards of summative examinations. | <input type="radio"/> Yes | <input type="radio"/> No | <input checked="" type="radio"/> NA |
| 10.4 | Participants are encouraged and enabled to develop independent learning skills. | <input checked="" type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> NA |
| 10.5 | The academic backgrounds and particular needs of participants are taken into account in the classroom delivery of the course. | <input checked="" type="radio"/> Yes | <input type="radio"/> No | |

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

Comments

The courses are designed by the Principal and her colleagues to meet the industry's requirement for capable trainees.

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

11.1 Trainers are appropriately qualified and experienced. Yes No

11.2 Trainers 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 trainers incorporate regular classroom observation. Yes No

11.4 Trainers are supported in their continuing professional development and enabled to develop further pedagogic techniques to enhance the learning of participants. Yes No

11.5 Trainers respond to different learning needs of participants where appropriate, taking various learning styles into account in their planning and delivery of lessons. Yes No

11.6 Trainers employ effective strategies to involve all participants 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

The Principal has observed all the regular trainers over the past few months and provides oral and written feedback. It is recommended that the provider reviews the design of the observation-form which management completes when conducting tutor observations.

12. **The provider provides participants and trainers with access to appropriate resources and materials for study**

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

Comments

Participants are provided with professional make-up and hair kits, included in the cost of the course. There is also a small library of relevant books and a stock of additional materials which participants may borrow. The three training studios are well equipped.

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

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|------|---|--------------------------------------|--------------------------|-------------------------------------|
| 13.1 | Feedback is given to individual participants tailored to meet their specific needs and constructive in its nature and delivery. | <input checked="" type="radio"/> Yes | <input type="radio"/> No | |
| 13.2 | Courses are planned to include a schedule of assessments, the procedures and criteria for which are available in writing and in advance to participants and trainers. | <input type="radio"/> Yes | <input type="radio"/> No | <input checked="" type="radio"/> NA |
| 13.3 | Assessment outcomes are monitored to enable the identification of participants who are not making satisfactory progress and prompt intervention where appropriate. | <input type="radio"/> Yes | <input type="radio"/> No | <input checked="" type="radio"/> NA |
| 13.4 | Participants are made aware of how their progress relates to their targeted level of achievement. | <input checked="" type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> NA |
| 13.5 | Additional support or advice on alternative courses is provided to participants who are judged not to be making sufficient progress to succeed. | <input type="radio"/> Yes | <input type="radio"/> No | <input checked="" type="radio"/> NA |
| 13.6 | Participants have appropriate access to trainers outside class time. | <input checked="" type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> NA |

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

Comments

A daily report form for each participant is completed by the module tutor. Participants have access to these forms whenever they wish and can discuss them with their tutors. The Principal uses the forms as the basis for a one-to-one session with each participant every six weeks, when their performance in each of the modules is discussed.

It is recommended that the provider considers providing participants with an end-of-module summary report by each tutor. It is also recommended that the provider prints a detailed descriptions for those modules which do not yet have handbooks.

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

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

Comments

The Academy believes there are no appropriate external awards that meet the industry's current needs.

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 participants who receive the award meet the stated requirements for that level. | <input type="radio"/> Yes | <input type="radio"/> No | <input checked="" type="radio"/> NA |
| 15.2 | There is evidence of the extent to which the awards are accepted for the purposes of employment or further study. | <input checked="" type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> NA |
| 15.3 | External moderators are involved in the assessment process where appropriate. | <input type="radio"/> Yes | <input type="radio"/> No | <input checked="" type="radio"/> NA |

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

Comments

All participants are helped to find work after finishing their courses. All long courses include a day and a half of writing CVs, practice interviews, networking using social media, and finance and tax management.

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

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

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

Comments _____

INSPECTION AREA - PARTICIPANT WELFARE

17. **Participants receive pastoral support appropriate to their age, background and circumstances**

- 17.1 There is at least one named staff member responsible for participant welfare who is suitably trained, accessible to all participants and available to provide advice. Yes No NA
- 17.2 Participants receive appropriate advice before the start of the programme. Yes No
- 17.3 Participants receive an appropriate induction and relevant information at the start of the programme. Yes No
- 17.4 Participants are issued with a contact number for out-of-hours and emergency support. Yes No NA
- 17.5 The provider 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 _____

18. **International participants are provided with specific advice and assistance**

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

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

Comments

The training provided is specifically relevant to the UK industry.

19. **The fair treatment of participants is ensured**

- 19.1 Participants apply for and are enrolled on courses under fair and transparent contractual terms and conditions. Yes No
- 19.2 Participants have access to a fair complaints procedure of which they are informed in writing at the start of the course. Yes No

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

Comments

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

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

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

Comments

The Academy does not offer residential accommodation.

21. **Where home-stay accommodation is organised, the welfare of participants is ensured and the provider's relationship with hosts is properly managed**

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

The Academy does not offer homestay accommodation.

22. **The provider provides an appropriate social programme for participants and information on leisure activities in the area**

- 22.1 Participants are provided with appropriate information on opportunities for participation at events and other leisure activities which may be of interest. Yes No
- 22.2 The social programme is responsive to the needs and wishes of participants. Yes No NA
- 22.3 Any activities within the social programme have been chosen with consideration for their affordability by the majority of participants. Yes No NA
- 22.4 Any activities organised by the provider 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

INSPECTION AREA - PREMISES AND FACILITIES

23. The provider has secure possession of and access to its premises

23.1 The provider has secure tenure on its premises. Yes No NA

23.2 Where required, the provider has access to suitable external premises for training purposes of a temporary or occasional nature. Yes No NA

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

Comments

24. The premises provide a safe, secure and clean environment for participants and staff

24.1 Access to the premises is appropriately restricted and secured. Yes No

24.2 The premises are maintained in an adequate state of repair, decoration and cleanliness. Yes No

24.3 There are specific safety rules in areas of particular hazard (e.g. science laboratories), made readily available to participants, staff and visitors. Yes No NA

24.4 General guidance on health and safety is made available to participants, staff and visitors. Yes No

24.5 There is adequate signage inside and outside of the premises and notice boards for the display of general information. Yes No

24.6 There is adequate circulation space for the number of participants and staff accommodated, and a suitable area in which to receive visitors. Yes No

24.7 There are toilet facilities of an appropriate number and level of cleanliness. Yes No

24.8 There is adequate heating and ventilation in all rooms. Yes No

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

Comments

The security and safety arrangements at Pinewood Studios are of a high order and includes the studio's own emergency services.

The provider is recommended to ensure that all staff first-aid certificates are up to date.

25. **Training rooms and other learning areas are appropriate for the courses offered**

- 25.1 Training rooms and other learning areas provide adequate accommodation in size and number for the classes allocated to them. Yes No
- 25.2 Training rooms 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 NA
- 25.3 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 Academy has fitted out and furnished its ground-floor premises to a high standard. It has created two well-equipped make-up and hair artistry studios with capacities of 16 participants each and a third with a capacity of twelve, and facilities for high definition video recording and still photography.

26. **There are appropriate additional facilities for participants and staff**

- 26.1 Participants have access to sufficient space and suitable facilities for private study, including library and IT resources. Yes No NA
- 26.2 Trainers have access to sufficient personal space for preparing lessons, marking work and relaxation. Yes No NA
- 26.3 Participants and staff have access to space and facilities suitable for relaxation and the consumption of food and drink where appropriate. Yes No NA
- 26.4 Participants and staff have access to storage for personal possessions where appropriate. Yes No NA
- 26.5 There are individual offices or rooms in which trainers and senior management can hold private meetings and a room of sufficient size to hold staff meetings. Yes No

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

Comments

Facilities are appropriate to the size of the Academy and the needs of its participants and staff, and include a spacious reception, a kitchen for participants and staff, toilets and appropriate office space.

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

Provider's strengths

The Academy's management and administrative staff have considerable experience in the industry. Where appropriate, they have adopted and developed the practices, procedures and course designs of the Academy's predecessor, Greasepaint Makeup School.

Actions required	Priority H/M/L
3.3 - The Academy must develop an effective system for regularly reviewing the performance of staff.	<input type="radio"/> High <input checked="" type="radio"/> Medium <input type="radio"/> Low
7.4 - The Academy must develop a formal mechanism for reporting on the provider's response to feedback.	<input type="radio"/> High <input type="radio"/> Medium <input checked="" type="radio"/> Low

TEACHING, LEARNING AND ASSESSMENT

Provider's strengths

The tutors are experienced professionals actively working within media make-up.

Courses are designed to meet the current training needs of the industry.

The Academy actively helps course participants to find suitable work.

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

PARTICIPANT WELFARE

Provider's strengths

There is a real family atmosphere in this small organisation. The Principal, tutors and administrative team get to know their students well and attach great importance to individual participants' success and general well-being. Feedback from participants is very positive.

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

PREMISES AND FACILITIES

Provider's strengths

The Academy's premises are well designed and equipped, and its location in Pinewood Studies provides an ideal environment for the courses it offers and background for its participants' aims.

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

RECOMMENDED AREAS FOR QUALITY IMPROVEMENT

Add the tutor's name to the module's '*Student Feedback Week*' form.

Consider providing participants with an end-of-module summary report by each tutor.

Print a more detailed description of course content on the back of the end-of-course certificate.

Print detailed descriptions for those modules which do not yet have handbooks.

Review the design of the observation-form which management completes when conducting tutor observations.

In the event that the provider starts to enrol significant numbers of international students, appropriate information will need to be provided pre and post arrival.

Ensure that all staff first-aid certificates are up to date.

COMPLIANCE WITH STATUTORY REQUIREMENTS

All the items sampled were satisfactory