# BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

## INTERIM INSPECTION
## (Short Course Provider)

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| **ORGANISATION:** | Mobility Oil and Gas Ltd |
| **ADDRESS:** | Suite 17705, Lower Ground Floor<br>145-157 St John Street<br>London<br>EC1V 4PW |
| **HEAD OF ORGANISATION:** | Mr Abiodun Grillo |
| **Accreditation status:** | Accredited |
| **Date of inspection:** | 3 August 2015 |

**ACCREDITATION COMMITTEE DECISION AND DATE: 10th September 2015**

## PART A - INTRODUCTION

### 1. Background to the organisation

Mobility Oil and Gas Ltd (the Company) is a niche training organisation established in 2010 to provide specialist training courses for the global oil and gas industry, both in the UK and overseas. The Company, which is wholly owned by a single director, is limited by shares. The Company's registered offices are in London, and training is delivered in hotels or clients' premises.

The Company has good links with large multi-national organisations in the oil and gas industry, and with education and training institutions in the UK which have an established reputation in this field. However, the Company's own training courses are not subject to any form of external benchmarking.

### 2. Brief description of the current provision

Mobility Oil and Gas Ltd offers a wide range of specialist courses under several broad headings, including Reservoir Engineering, Drilling Engineering, Productions and Completions Engineering, Petroleum Business Management, Natural Gas Engineering, Geophysics, Corrosion Engineering, and Health and Safety. These continuing professional development courses typically run over five days and are intended for professional engineers or professional technicians, although there is no explicit reference to this in course materials. They have not been mapped against the national qualifications framework.

Since the last inspection there have been seven delegates attending a course on Corrosion Control in the Oil and Gas Industry. The Company runs similar courses at various overseas locations, including in the USA, the Middle East and South America.

### 3. Inspection process

The inspection was undertaken by one inspector over a half-day spent at the offices leased by the company in Leeds, when key documentation was reviewed and discussions were held with the Managing Director and other staff. As no training courses are given on these premises, there was no opportunity to speak with tutors or students. The scope of this inspection and the BAC accreditation is its training provision within the UK.

### 4. Inspection history

Full inspection: 24 and 28 October 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

The fluctuating price of oil and gas has given rise to cuts in training and development budgets in these industries. Consequently this had had an adverse impact upon Company operations. The recent appointment to the Company sales team is intended to address this.

## 2. Response to action points in last report

*The Company must document a full set of policies and procedures, and disseminate them, as appropriate, to all staff, consultants and delegates.*
Initial work has resulted in some progress being made against this action point. Explicit mention of the appraisal process within the staff handbook is absent. Full annual appraisal of consultants has yet to occur. The Delegate Handbook (Student Handbook) requires proof-reading, omits delegate assessment, feedback processes and any description of an internal complaints procedure.

*The Company must introduce a formal process for reviewing the performance of administrative staff, for example through an annual appraisal or performance review meeting.*
There is evidence of the first staff appraisals occurring. The outcomes of these has yet to manifest itself.

*Entry requirements, including language ability, must be clearly stated in course descriptions on the company website and in marketing materials.*
Some detail on language ability and the assumed knowledge and experience of delegates is contained in the generic requirements and course specific requirements. Each would be improved by further enhancement. Ensuring delegates would benefit from attending a specific course currently occurs through a scrutiny of the publicised course content by both delegates and their sponsors.

*The Company should obtain formal feedback from employers, and should introduce a mechanism for feeding back any actions taken to participants.*
The Company is experimenting as to the best way to achieve this action point. To date little benefit has been gained from direct interaction with employers.

*The Company should introduce a formal annual review and action plan to ensure a review of standards and continuous quality improvement.*
Annual reflection is documented in an appraisal by the Managing Director. This is effective for quality improvement based upon delegate feedback but has yet to address standards given the lack of external benchmarking of courses.

*The Company should appoint a Programme Manager to coordinate the management and development of training courses and to manage the team of independent trainers.*
This appointment is in hand and negotiations are ongoing with the identified candidate. This action has been impacted by market conditions.

*A formal appraisal procedure incorporating classroom observation must be put in place.*
A pro-forma is in use to appraise classroom performance of tutors by the Managing Director.

*The Company must involve external moderators in the review of the curriculum, and should consider establishing a formal working relationship with an accredited UK-based higher education institution.*
Currently the Company assures the quality of its course provision by appointing industry experts to design and

deliver these courses. The Company continues to explore options as to how to bring some externality to the benchmarking of its provision.

*The Company must introduce a formal complaints procedure. In the event of receiving BAC accreditation, the company will also be required to feature the BAC complaints procedure in publicity materials and delegate handbooks.*
The Company has made explicit reference to BAC's complaints processes in information provided to delegates. There is no mention of any internal complaints procedure to be employed in advance of engaging with the BAC.

**Recommended areas for quality improvement**

*The Company should consider the introduction of a new delegate handbook, providing information, advice and guidance, including specific advice for international students, as well as clear reference to Company policies, systems and procedures.*
The Delegate (Student) Handbook exists in an embryonic form. It would benefit from expanding it to be delegate-centric and, as a consequence, address matters pertinent to them, eg. what obligations rest with each of the Company and the delegate, how they may feedback their observations to the tutor/Company, the internal/external complaints processes etc.

## 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**<br>The management team is committed and enthusiastic.<br>There has been some progress in addressing action points. Policies, procedures and related handbooks would benefit from further refinement as would publicised course pre-requisites. Gaining useful feedback from employers is proving difficult and the Company continues to experiment with ways in which this can be facilitated. | | | | |

### 3.2 Teaching, Learning and Assessment

| | Met | Partially met | Not met | NA |
|---|---|---|---|---|
| The standards are judged to be | | ✓ | | |
| **Comments**<br>Courses and their tutors continue to be well thought of by delegates. The Company has yet to complete the appointment of a Programme Manager. External benchmarking of the Company's courses needs to be addressed. | | | | |

### 3.3 Participant Welfare

| | Met | Partially met | Not met | NA |
|---|---|---|---|---|
| The standards are judged to be | ✓ | | | |
| **Comments**<br>Mature delegate cohorts are appropriately catered for in the provision offered. | | | | |

3.4 Premises and Facilities

| | Met | Partially met | Not met | NA |
|---|---|---|---|---|
| The standards are judged to be | ✓ | | | |
| **Comments**<br>Venues utilised for course delivery are monitored as to their suitability and where found wanting alternative premises are secured. | | | | |

**PART C – SUMMARY OF STRENGTHS AND ACTION POINTS**

| **Institution's strengths** |
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| The management team is committed and enthusiastic whilst operating in a difficult market. |

| **Actions required** | **Priority H/M/L** |
|---|---|
| Company policies, procedures and related handbooks must be further refined. | H |
| The publicised course pre-requisites must be enhanced. | H |
| An appropriate way to gain useful feedback from delegate sponsors must be established. | H |
| The appointment of a Programme Manager must be completed. | H |
| A robust mechanism for external benchmarking of Company courses must be established. | H |
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**COMPLIANCE WITH STATUTORY REQUIREMENTS**

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