



BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

INTERIM INSPECTION (Short Course Provider)

ORGANISATION: Operation Mobilisation

ADDRESS: The Quinta
Weston Rhyn
Oswestry
SY10 7LT

HEAD OF ORGANISATION: Mr Gary Sloan

Accreditation status: Accredited

Date of inspection: 20 May 2015

ACCREDITATION COMMITTEE DECISION AND DATE: Continued accreditation 9 July 2015

PART A - INTRODUCTION

1. Background to the organisation

Operation Mobilisation (OM) is the UK arm of the International Christian organisation Operation Mobilisation (OM Worldwide). Founded by George Verwer in the USA in 1957, OM Worldwide began its work in the UK in the early 1970s. The organisation was known as Send the Light (STL) until 1981 when it changed its name to Operation Mobilisation. OM Worldwide has over 5,400 volunteers working in 110 countries as evangelists, development workers and humanitarian relief workers.

OM was established as a UK company limited by guarantee in November 1990, becoming a registered charity in February 1992. BAC inspections relate to Operation Mobilisation in the UK only and not to the greater part of its international organisation.

OM's central office remains at The Quinta, near Oswestry, whilst courses are run at centres in Harlesden (NW London) and OM Lifehope in Halesowen (West Midlands).

2. Brief description of the current provision

Two programmes which were previously independently managed, Turning Point and Lifehope, have been brought together under one Field Leader. The courses are taught separately in Harlesden and Halesowen respectively with occasional joint seminar weeks where all students work together.

In the year up to March 2015, 52 students had been enrolled, 34 students on the Global Action Course and 18 on the English Language and Community Work (ELCO) course. OM is accredited by NOCN to offer courses in: Developing Own Interpersonal Skills Level 3, Theory of Team Building Skills Level 3, and Developing Presentation Skills Level 3. Currently 50 students in total are studying at OM of which 20 are on the ELCO course. 19 students are on Short-Term Study visas and 11 of these are on the ELCO programme. All students apart from the 20 on ELCO are being taught at level 3.

Visa students whose first language is not English are, for the most part, at CEFR B1 and B1+ level. They attend 12 hours of classroom language training in addition to other subject input in English and have their language level internally assessed at the beginning and end of their course. All students are assigned a mentor and regular student meetings are held with their Team Leader. Appraisals are carried out for all students at the end of their course. OM accepts only students over the age of 18.

3. Inspection process

This was an interim inspection held over one morning at OM's central Office. The inspection comprised interviews with the CEO and the Head of Learning and Development and a short tour of the organisation's premises. Other premises in Harlesden and Halesowen were not inspected and no classroom activity observed. The inspection focused on a review of progress since the last inspection and in particular recommendations made in the last report and any significant changes. Relevant documentation in hard copy and electronic form were made available to the inspector.

4. Inspection history

Full accreditation	13 February and 20 March 2009
Interim	04 June 2010
SCP re-accreditation	15 and 20 March 2013

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

(If there has been a change of premises which has not been reported on previously, please include a full report on the new premises)

Since the last inspection, a restructuring of middle order management has taken place with the creation of four posts: Chief Operating Officer, Director of Lifehope, Director of Partner Engagement and Director of Development. These changes have been made in the interest of organisational efficiency. An organogram has been produced showing clear lines of responsibility.

2. Response to action points in last report

New staff should have their qualifications verified.

Copies of original certificates and qualifications are now held electronically on staff files.

The attendance policy should be clearly stated in the manuals.

The Student Manual now clearly states the attendance and punctuality policy. Attendance policy is also included in student induction sessions. Class registers are kept and updated centrally.

The BAC complaints procedure should be pointed out to participants.

This is also now in the Student Manual.

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				

3.2 Teaching, Learning and Assessment

	Met	Partially met	Not met	NA
The standards are judged to be	✓			
Comments				

3.3 Participant Welfare

	Met	Partially met	Not met	NA
The standards are judged to be	✓			
Comments				

3.4 Premises and Facilities

	Met	Partially met	Not met	NA
The standards are judged to be	✓			
Comments				

PART C – SUMMARY OF STRENGTHS AND ACTION POINTS

Institution’s strengths

The restructuring of the management and administration team provides clear lines of division of responsibility and oversight of the organisation.

The bringing together of the Turning Point and Lifehope programmes under a single Field Leader should lead to greater consistency and sharing of good practice.

The student manual, revised to include recommendations from the previous inspection, is comprehensive and well produced.

Each student is assigned a mentor and team leaders hold regular meetings with their students ensuring a more robust check on the welfare of individuals.

Actions required	Priority H/M/L
None.	

COMPLIANCE WITH STATUTORY REQUIREMENTS

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