



BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

RANDOM SPOT CHECK INSPECTION (Short Course Provider)

ORGANISATION: Zenith Professional Training

ADDRESS: Unit 1.01 Astra House
23-25 Arklow Road
Deptford
London
SE14 6EB

HEAD OF ORGANISATION: Mr Dapo Ayoola, Managing Consultant

Accreditation status: Accredited

Date of inspection: 19 November 2014

ACCREDITATION COMMITTEE DECISION AND DATE: Continued Accreditation 29 January 2015

1. Background to the organisation

Zenith Professional Training (ZPT or the Company) was incorporated on 10 June 2009 and began operating on 12 October 2010. The Company, which is owned by two directors, offers a range of short corporate training courses, primarily for the Nigerian and other African countries' oil and gas industries. Subjects in such areas as leadership and management, finance and accounting, public sector procurement, public relations, IT, oil and gas, and travel and tourism are offered both in the UK and in Ghana, Nigeria, Dubai and the USA. The Managing Consultant explained that the provision of courses depended on when their clients had both a need and the funds available for training, and was therefore to some extent seasonal. ZPT would organise courses when and wherever the client requested. In the UK, ZPT's oil and gas-related courses do not lead to externally accredited awards, although the Company also offers security and safety training for local students wishing to work in the private security industry. These safety and security courses lead to Level 2 awards from the Highfield Awarding Body for Compliance (HABC), qualifications which are endorsed by the Security Industry Authority (SIA).

2. Brief description of current provision

In the last year, ZPT has run about ten short courses on topics related to the oil and gas industry for overseas 'delegates' (participants), with further courses run in the USA and Dubai. The two courses in progress at the time of this spot check were *Essentials of Petroleum Production Technology* with one delegate and *Oil and Gas (Exploration and Production) Economics* with three delegates. About 85% of delegates are from Nigeria, although a smaller but growing number come from Ghana and from Tanzania and Kenya. There were no safety and security courses leading to HABC awards running at the time of this visit, but these are delivered about once a month, with between five and eight participants. All UK courses in 2014 have been run in Astra House, Deptford, rented premises with D1 planning consent. The training rooms, library, faculty offices, computer suite and refreshment facilities are well furnished and equipped to a suitable 'executive' standard.

3. Inspection process

The organisation was given no notice of this spot check. The inspector arrived at 12.45. Two courses noted above under 2. *Brief description of current provision* were in progress. The Managing Consultant gave the inspector a tour of the premises and introduced him to the tutors and the course delegates. He then interviewed the Managing Consultant, discussed the previous report and was shown a number of documents that he requested. He also looked at the ZPT website and was given in electronic form the latest ZPT prospectus. He left the premises at 14.30.

4. Inspection history

Full inspection: 17 and 20 May 2013
Interim inspection: 18 November 2013

5. Significant changes since the last inspection

There has been a change of ownership. At the time of the full and interim inspections, 60% of ZPT shares were owned by the then Managing Consultant and 40% by London Millennium College, who occupied part of the building. Since last autumn, London Millennium College is no longer involved in the business and, apparently, is no longer trading. The present Managing Consultant, who had worked for the Company for some years, has taken over from the previous Managing Consultant and now controls 60% of the shares. The former Managing Consultant is now Chairman and owns 40% of the shares. He is no longer involved in the day-to-day management but attends several times a month. Since the last inspection, ZPT has taken on additional space at Astra House, increasing its capacity from about 10 to up

to 50 delegates; so while in the past, it used to hold some of its UK-based courses in hotels in London and elsewhere in the UK, it now no longer needs to do so and all its UK courses are held at Astra House. ZPT's main client remains the Nigerian oil and gas industry but it has begun to develop markets in Ghana, Kenya and Tanzania.

6. Response to action points in last report

The interim inspection reported how the organisation had responded to the full inspection report's four recommendations for quality improvement. It said that all four had been addressed satisfactorily. In a previous report, in the Management, Staffing and Administration section, the following actions, marked as Medium Priority, had been required:

Formal policies for attendance, appraisal, complaints and grievance must be produced.

The inspector was shown that these policies have been produced.

A formal annual performance appraisal which records negotiated targets must be implemented for permanent staff members.

The inspector was not shown evidence of these. However, all the trainers or course facilitators are engaged to deliver specific courses on a temporary self-employed basis. The permanent staff consists of the directors and two administrative staff members.

A written policy on attendance must be produced.

The inspector was shown an appropriate policy.

The management must produce an annual report to show how it is monitoring all aspects of its operation.

The inspector was shown a report on a Quality Assurance meeting from October 2013, after the full inspection but before the interim.

The monthly review meetings must be formally minuted and action plans reviewed in order to maintain the monitoring audit trail.

This does not appear to have been actioned.

In the Teaching, Learning and Assessment section:

Formal written feedback must be provided to tutors following observed teaching sessions.

The inspector was shown two copies of observation and feed-back reports from this summer and autumn.

7. Conclusion including any requirements and/or recommendations

The interim report concluded: "Courses are very well designed to meet participants' needs and very much focused on the oil and gas industries. The course facilitators are very well qualified academically and have very good industry expertise and experience. ZPT course managers place a high premium on quality assurance and are constantly striving to further improve facilities and courses. A very comprehensive range of courses is detailed in the accurate, regularly updated prospectus and website. ZPT managers work as a closely-knit team and are fully aware of participants' day-to-day needs, combining course tuition with excellent welfare and social provision."

The evidence seen by this spot check inspector confirmed the previous inspector's overall view. ZPT continues to deliver professional training courses that satisfy its clients' needs. Some of the requirements in the full report have not been fully addressed.

ZPT should amend its publicity (prospectus and website) so that the suggestion of a training centre in Manchester is removed. The current publicity reads, "Our training locations are carefully selected in London and Manchester (UK), Dubai (UAE), Houston, Texas (USA), Accra (Ghana) as well as Cape Town (South Africa)." The Managing Consultant said that training in the UK now only takes place in London and the Company has no training facilities in Manchester.