

# BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

## Short Course Provider (SCP) Full Inspection

**ORGANISATION:** London Business Training and Consultancy

**ADDRESS:** Seven Pancras Square  
7 King's Boulevard  
Kings Cross  
London  
N1C 4AG

**HEAD OF ORGANISATION:** Mr Rohit Chandiramani

**DATE OF INSPECTION:** 22-23 November 2017

**ACCREDITATION STATUS AT INSPECTION:** Unaccredited

### DECISION ON ACCREDITATION:

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

Date: 8 February 2018

### **1. Background to the organisation**

London Business Training and Consulting (LBTC/the Provider) is a newly established private limited company with a single shareholder, who is also the Chief Executive Officer (CEO). It provides business and management training and consultancy services.

The Provider is located in a serviced venue in King's Cross, London. The building is managed by The Office Group (TOG) and includes serviced offices as well as meeting spaces and training rooms. As a member of TOG, the Provider can access a base, back office services and the opportunity to book rooms within other venues run by TOG.

The CEO is in the process establishing an online profile using Search Engine Optimisation (SEO) in order to drive an increased number of potential clients to the website. This is intended to help LBTC to achieve its aim of becoming a leading supplier of business training and consultancy to its target market. There are no other employees of the company.

### **2. Brief description of the current provision**

LBTC provides courses in business and management for delegates from Africa and the Middle East, where the CEO has business links. Other parts of the world are also being targeted and there is an expectation that the business will grow in the future.

There is a wide range of courses available. The courses are not accredited by awarding bodies although there are plans to do this as the business becomes more established.

At the time of the inspection, there was a course running for a delegate from Ghana. This delegate was a senior professional who required, because of changes to the nature of his work, updated high level training at post-graduate level. This is typical of the delegate profile that the company is targeting. The course was a two-week course on Credit Risk Management and was delivered by two trainers. This was a bespoke course, which was tailored to the specific needs of the delegate. Since LBTC has access to trainers who are experts in their fields, it was able to deliver the course at the appropriate level and on a one-to-one basis.

### **3. Inspection process**

The inspection was conducted by one inspector over two days. The inspector viewed the various premises, from which the Provider is able to operate and scrutinised a range of documentation. Interviews were also held with the trainer and the delegate. A training session was observed. The CEO was very informative regarding his plans and vision for the future of the organisation.

## 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

The CEO is well qualified and has relevant experience, from his work in other organisations where he has developed a significant amount of business. He has good links with actual and potential client groups and has access to expert trainers. As a result, he manages the operation of his company well.

Although the staff at the delivery venues are not employed by LBTC, the CEO has good working relationships with them and he keeps them up-to-date with arrangements. There is a good level of trust between the CEO and the trainer.

#### 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 CEO carries out most of the administrative duties and responsibilities at this early stage of the development of the business. He has a good understanding of the needs of a new organisation and has plans to employ administrative staff as the business grows. The CEO has worked in the industry for over ten years and understands very well how to develop his business and the policies, procedures and systems that need to be in place to make the business effective.

Financial accounting matters and information technology support are outsourced.

Appropriate policies, procedures and systems are well documented and operate well to support the development of the business effectively.

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 CEO has a long-standing relationship with the trainers, who are all self-employed. There are currently no direct employees. In the event that additional administrative support is required, this will be accessed on a temporary virtual basis and assistance will be secured for specific tasks and using appropriately skilled people.

The trainers have a course management responsibility for the courses that they deliver and are used when required because their knowledge and experience match the particular requirements of the course. Since the CEO knows the trainers well, he is able to match effectively their skills and knowledge to the requirements of the courses to ensure they are suitable.

The performance of the trainers, who are also course managers, is reviewed appropriately and effectively. The CEO and the trainers work closely together to create the customised courses. The CEO is present during the duration of course so that the performance of the trainers can be monitored. In the review of the course delivery that takes place between the CEO and the trainers following every course, there is a review of the trainers' effectiveness and performance, both in the delivery and the management of the course. As a result, any required amendments that are identified can be addressed.

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 publicity materials provide a clear and accurate description of the Provider's location, facilities and services offered.

The CEO travels to meet prospective clients and their managers in their own country because there is a recognition that face-to-face discussion regarding the needs of clients' prospective delegates is of greater value than written documentation.

All the Provider's standard course offering is listed on the website with clearly explained key information, course deliverables and potential dates.

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

Delegates are chosen by their employers in their own country. Their requirements are discussed with LBTC to ensure that they receive an appropriate training experience. Often, the CEO knows the training officers who are identifying prospective delegates and their needs, because of previous roles with other companies.

The application process for bespoke courses is discussed and negotiated to ensure that the course fully meets the delegates' needs.

There is a formal contractual process for joining the courses and the terms and conditions applied to the courses are explicit within the contract. The need for English language ability is stated in contractual materials and it is clear that the training will require a high level of operational English language speaking.

Correspondence between LBTC and clients is timely and supportive.

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

An expectation is set that delegates will attend all the sessions. Employers are informed promptly if their employees are late for training sessions. There are plans to introduce an electronic registration system as delegate numbers increase but the current system meets the current needs.

The terms and conditions under which the courses are delivered clearly set out the requirements on attendance and punctuality. Successful completion of the course is dependent on full attendance.

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**

Informal feedback is obtained from delegates following each individual session and at the end of the day. This informal process helps to ensure that delegates understand the course materials. There is also an electronic course feedback system following the delivery of courses. This allows trainers to see evaluations and for LBTC to respond to delegate feedback.

The feedback from delegates is regularly reviewed and acted upon by the CEO and the trainers.

Feedback from trainers is provided to the CEO at the end of every day so that materials can be amended if necessary. In the interests of transparency, all delegate feedback is made available to be viewed on the website.

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**

LBTC uses BAC's self-evaluation process, on an on-going basis, in order to focus its action planning for future development and improvement. The results of self-evaluation are reviewed on a regular basis by the CEO. It planned to carry out self-evaluation on an annual basis in order to assist business planning.

The CEO has a strong focus on the delivery of a high quality provision and quality improvement is seen as central to the mission of LBTC. Inspection findings confirm this to be the case.

A review of the course delivery, which takes place between the CEO and the trainer following every course, is used effectively to review the effectiveness and performance of the trainer.

## INSPECTION AREA - TEACHING, LEARNING AND ASSESSMENT

### 9. Programme management is effective

- |     |  |                                      |                          |                          |
|-----|--|--------------------------------------|--------------------------|--------------------------|
| 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 CEO is an experienced and effective programme manager.

Appropriate, well equipped rooms are used for the training.

Trainers are allocated to courses based on their specific, detailed and up-to-date knowledge and experience. Delegates are professional employees in their home countries and trainers are allocated to courses based on their credibility with their employers and the delegates.

Delegates on all courses receive a tablet computer that contains all the course materials.

### 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

Bespoke courses are designed in consultation with the employers and the trainers. Credibility is regarded as very important for the success of the delivery of courses and for repeat business. The learning activity in sessions is focused on meeting the learning needs of delegates, the learning objectives and stated outcomes of the session. Courses are demanding and require the full engagement of participants.

Trainers and the CEO consult to produce tailor-made session plans for each course.

Continuous formative assessment is provided through the completion of case studies and other exercises at the end of sessions or as a recap and reflection on the following day to help embed the learning, aid independent thinking and generate discussion.

Delegates are encouraged to develop independent thinking by being required to apply their learning to their work situation. They are encouraged to share problems and issues, that they may encounter in the workplace following the course. The CEO aims to develop a collegiate relationship between the delegates and their trainers.

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**

Trainers are selected by the CEO, who ensures that they are suitably experienced. As a result, the trainers have a profile of many years of successful delivery in their chosen field of expertise.

Training delivery is of a high quality and fully meets the needs of the delegates. The trainers are highly skilled and experienced and have excellent subject knowledge. During the delivery of a course, the CEO and the trainer discuss how to respond to the learning needs that have arisen during the course and identify appropriate strategies to address any emerging requirements. As a result, trainers are flexible and respond well to individual needs in the planning and delivery of their training sessions.

A consultants' forum, in which teaching and learning techniques are discussed, enables successful training strategies to be shared and improvements made.

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**

Appropriate learning resources and materials are provided electronically on tablet computers. This enables delegates to access the materials ahead of the training sessions, which allows for good discussion and more expansive consideration of the concepts being covered.

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

- |      |   |  |
|------|---|--|
| 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 checked="" type="radio"/> Yes <input type="radio"/> No <input 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 checked="" type="radio"/> Yes <input type="radio"/> No <input 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 checked="" type="radio"/> Yes <input type="radio"/> No <input 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 schedule of appropriate assessments is used well to check delegates' learning. In addition, there is continual checking on learning within the training session.

Feedback to delegates is provided throughout the training sessions and good use is made of questioning, case studies and other formative assessment processes to check on the effectiveness of learning. As a result, delegates make good progress and understand what they need to do to achieve their learning goals.

Trainers are willing to provide additional support after the normal finishing time of a training session, if required. Trainers also provide their contact details to delegates so that the professional relationship can continue to develop following the end of the course.

The delegate selection procedure for the bespoke courses is rigorous and delegates make good progress. Therefore, there is no need to identify alternative courses, at this stage. However, as the business grows, there are appropriate planned processes to keep training managers up-to-date with progress on a daily basis so that any appropriate adjustments can be made.

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**

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.  Yes  No  NA
- 15.2 There is evidence of the extent to which the awards are accepted for the purposes of employment or further study.  Yes  No  NA
- 15.3 External moderators are involved in the assessment process where appropriate.  Yes  No  NA

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

Comments \_\_\_\_\_

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. | <input checked="" type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> NA            |
| 17.2 | Participants receive appropriate advice before the start of the programme.  | <input checked="" type="radio"/> Yes | <input type="radio"/> No |                                     |
| 17.3 | Participants receive an appropriate induction and relevant information at the start of the programme.   | <input checked="" type="radio"/> Yes | <input type="radio"/> No |                                     |
| 17.4 | Participants are issued with a contact number for out-of-hours and emergency support.   | <input checked="" type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> NA            |
| 17.5 | The provider has policies in place to avoid discrimination and a published procedure for dealing with any abusive behaviour.  | <input checked="" type="radio"/> Yes | <input type="radio"/> No |                                     |
| 17.6 | Effective safeguarding arrangements are in place and are regularly reviewed to keep all participants safe.  | <input type="radio"/> Yes            | <input type="radio"/> No | <input checked="" type="radio"/> NA |
| 17.7 | Effective arrangements are in place to protect participants from the risks associated with radicalisation and extremism.  | <input checked="" type="radio"/> Yes | <input type="radio"/> No |                                     |

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

#### Comments

Delegates have access to appropriate advice, guidance and support before and during the course. All delegates have the CEO's contact details and can contact him at any stage.

The delegates receive an appropriate induction at the beginning of each course, which includes information about the structure of the course and the delivery methods. The delegate handbook and terms and conditions provide additional relevant advice on expectations and required behaviour during the course.

When appropriate, the CEO provides delegates with information about cultural differences and gives warnings of potentially inappropriate behaviour and the associated risks. Delegates are assessed by the CEO and the delegates' training managers regarding risk associated with radicalisation and extremism. This is effective for the current size of the business. However, there is an understanding that as numbers increase, there needs to be more formal processes and policies developed.

### 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.   | <input checked="" type="radio"/> Yes | <input type="radio"/> No |  |
| 18.2 | International participants receive an appropriate induction upon arrival covering issues specific to the local area.   | <input checked="" type="radio"/> Yes | <input type="radio"/> No |  |
| 18.3 | Information and advice specific to international participants continues to be available throughout the course of study.  | <input checked="" type="radio"/> Yes | <input type="radio"/> 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. | <input checked="" type="radio"/> Yes | <input type="radio"/> No |  |

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

#### Comments

LBTC provides international delegates with appropriate advice and support on travelling to the United Kingdom (UK) and specific advice relating to visa applications. The extent of advice provided is based on the delegates' existing knowledge and experience of studying in the UK.

Any issues that arise are addressed on an individual basis to ensure that delegates get the best learning experience from their time studying with LBTC.

The CEO is available throughout each course and also provides effective out of hours support.

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**

All delegates receive the terms and conditions, which clearly explain the contractual arrangements. They are referred to in all communications and are also available on the website.

An appropriate complaints policy and procedure is included in these terms and conditions.

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**

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 \_\_\_\_\_

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

The Provider uses TOG's premises, in the Kings Cross area of central London, for its training and administrative office space. The membership arrangement with TOG provides LBTC with discounted room hire at any of their venues and LBTC is able to use this address in its publicity materials. The arrangement is renewed automatically every month.

### 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 premises provide a secure office environment, with electronic key entrance and mandatory sign-in for all visitors. They are well designed and in an excellent state of repair. The standards of cleanliness and decoration are exemplary.

All delegates are given appropriate health and safety advice at the beginning of their course and adequate signage relating to fire escapes is clearly marked.

Training rooms are light, clean and airy and well equipped. Staff at the venue are friendly and very helpful. The less formal spaces in the building are very well presented and of a very high standard.

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**

There are nine meeting rooms available of differing design and size, which can accommodate groups from four to 36 delegates. As a result, there is a great deal of flexibility. In his forward planning, the CEO has identified the other buildings operated by TOG, which are nearby and are of similar quality and size, as potential training and assessment rooms for bespoke or other training programmes in the future.

All rooms are very well equipped, have natural light and are very well furnished.

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**

All materials and links to other publications are available on the tablet computer provided to the delegates. It is possible for them to use the communal spaces within the building, for example for private study.

Complementary coffee and tea are provided at the venue and food can be obtained from the large number of outlets in the nearby area. There is very good communal space available for relaxation and the consumption of food.

The CEO is arranging for the use of lockers at the venues, although the training rooms are of a sufficient size for the delegate and the trainer to keep their personal possessions with them.

There are individual rooms of different sizes which can be booked for private meetings or staff meetings.

**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

Highly knowledgeable and motivated CEO.

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

### TEACHING, LEARNING AND ASSESSMENT

#### Provider's strengths

Well qualified consultants.

The excellent use of tablet computers, which contain all the teaching and learning support materials.

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

### PARTICIPANT WELFARE

#### Provider's strengths

The CEO is available to support delegates at all times.

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

Outstanding facilities.

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

### RECOMMENDED AREAS FOR IMPROVEMENT (to be reviewed at the next inspection)

It is recommended that the Provider undertakes risk assessment and training on radicalisation and extremism to enable appropriate formal policies and procedures to be created.

**COMPLIANCE WITH STATUTORY REQUIREMENTS**

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