

# BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

## Short Course Provider (SCP) Re-accreditation Inspection

**ORGANISATION:** GTC Training Consulting Group

**ADDRESS:** Riverbank House  
1 Putney Bridge Approach  
London  
SW6 3BQ

**HEAD OF ORGANISATION:** Mr Idy Ekong

**DATE OF INSPECTION:** 26 & 28 March 2018

**ACCREDITATION STATUS AT INSPECTION:** Accredited

### DECISION ON ACCREDITATION:

- Re-accreditation awarded for the full four-year period.
- Probation accreditation.
- Decision on accreditation deferred.
- Accreditation to be withdrawn.

Date: 23 May 2018

### 1. Background to the organisation

Global Training Consulting Group (GTC/the Provider) was founded in 2004 and commenced teaching in 2005. GTC aims to deliver management solutions to developing countries and emerging economies. Training courses are delivered in the United Kingdom (UK) and internationally. Subject areas include Human Resource Management, Public Relations and Marketing, Leadership and Management, Finance, Public Governance and Public Private Partnerships, Logistics and Procurement and Energy.

GTC has been a private limited company since 2013. The sole Director is supported by a part-time Finance Manager, a full time Operations Manager and full time Operations Assistant. Sales and Marketing services are outsourced to UK and international agents.

GTC provides a range of short non-accredited courses, which are primarily customised and aimed at public and private sector organisations, GTC combines international and local experience to help organisations meet global standards.

GTC aims to provide all participants, who are enrolled on a programme, to develop key management skills by providing quality training from experienced professionals to give them the right skills required in their country and field of work.

The main office is based in premises within the Riverbank and Fulham Green building at the Clarendon Business Centre, in south west London. The main office occupies the seventh floor of the Riverbank building. The Provider also has access to the third floor boardroom of the Fulham Green building for staff meetings and associated activities.

Since the last inspection one of the two Directors has resigned. Therefore, since January 2017, there has been one sole Director. GTC has also downsized since 2016 and now occupies just one main office at the Clarendon Business Centre. All courses are delivered externally at hired training venues.

### 2. Brief description of the current provision

GTC offers a wide range of short courses from a portfolio of 15 faculties comprising Human Resource Management, Public Relations and Marketing, Leadership and Management, Finance, Public Governance and Public Private Partnerships, Logistics and Procurement and Energy.

Most courses are delivered to international participants in the UK. The majority of courses are customised to the specific challenges of a particular group. Participants range from junior managers, senior management, politicians, ministers, vice presidents and board members. The participants represent a wide range of industry sectors. All participants are required to have at least five years experience within their job role.

Courses are part-time with participants attending for one to five days a week. The number of courses varies during the calendar year. Completion of the courses leads to the award of a certificate of completion.

There are set start times for the courses. All participants are given a pre-course questionnaire to determine their experience and expectations.

GTC is in the process of becoming an accredited centre with three different UK Professional, Statutory and Regulatory Bodies. This will allow participants to use unitised achievement to contribute towards larger professional qualifications.

At the time of the inspection, 13 international participants, mostly from Africa, were enrolled on a Project Management in Conflict and Post Conflict Areas course. All delegates are over the age of 18 and the majority are male.

### 3. Inspection process

The inspection was carried out, over two days, by one inspector. Meetings took place with the Director, the Operations Manager, the Operations Assistant, the Lead Trainer and one Trainer. A tour of the premises was carried out and the training sessions running during the inspection were observed. Various documentation was scrutinised via hard copy records and the online platform. The availability of the information provided to the inspector was good and the organisation co-operated well throughout the inspection.

### 4. Inspection history:

<b>Inspection type</b>	<b>Date</b>
Full Accreditation	21-22 October 2009
Interim	16 March 2011
Re-accreditation	25-26 March 2014
Interim	04 April 2016

**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.  Yes  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.  Yes  No
- 1.3 There are clear channels of communication between the management and staff and those working at the delivery venue/s.  Yes  No

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

**Comments**

The Provider has a clearly defined management structure that is documented by means of an organisation chart that clearly states the staff hierarchy and job roles. The subject faculties are also clearly defined with named trainers and a lead trainer. As a result, the management structure is effective and understood by all staff.

The Director is highly qualified and experienced and has a clear vision for the company. He is very supportive of his team and works hard to ensure all staffing needs are met. The Operations Manager is highly committed to ensure the Lead Trainer, other trainers and participants are fully supported prior, during and post programme delivery.

All roles and responsibilities are understood and are documented by means of job descriptions for full and part-time staff and training agreements for trainers.

Channels of communication between the managers and the rest of the staff are regular. They include face-to-face meetings, telephone calls and e-mails. The Operations Manager also has regular contact with external training venues. All communications are effectively recorded via meeting schedules, agendas, minutes, action plans, copies of e-mails and copies of booking forms.



## 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 operations staff are well qualified and experienced and provide all administration support to the Director, trainers and participants. Trainers and participants stated that this was highly effective and inspection findings confirm this view.

The size of the administration team is effective for the amount of trainers and participants prior, during and post programme delivery. This is also sufficient for the day-to-day administrations for the Provider.

The Provider has up-to-date policies regarding staff responsibilities, which are inclusive of administrative support. These are contained in a staff handbook, which is securely stored on the online platform. All staff are aware of how to access these policies.

Data collection and collation systems are effective. Administration staff will need to review their existing practices to ensure they are compliant with the new data protection regulation due to be introduced in May 2018.

The Provider has one administration office. This is of adequate size, with good resources to aid effective administration duties.

## 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. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 3.2 | Experience and qualifications claimed are verified before employment.  | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 3.3 | There is an effective system for regularly reviewing the performance of staff.   | <input checked="" type="radio"/> Yes <input type="radio"/> No |

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

### Comments

The Provider has detailed recruitment policies in place. These include a detailed and clearly documented recruitment process for all trainers. All Continuous Professional Development (CPD) is regularly monitored. This includes reviewing and updating lead trainer and trainers' records at least annually.

The Provider has a clearly identified area on their online network to securely store staff information regarding their experience and the verification of qualifications. The Director verifies all lead trainer and trainers' experience and qualifications prior to employment contracts being issued.

The Provider has a clearly structured appraisal system in place for all full and part-time staff. This is inclusive of training session observations and annual appraisal meetings. Some records of appraisal meetings require updating.

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. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 4.2 | Information on the courses available is comprehensive, accurate and up to date.  | <input checked="" type="radio"/> Yes <input type="radio"/> No |

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

**Comments**

The Provider has excellent publicity material for all its training programmes. This includes an informative presentation, prospectus, trainer profiles and participant welfare packs. All resources are reviewed and updated on a regular basis resulting in an accurate and comprehensive system.

All training programme details are up-to-date and accessible via the website. All materials are professional and include accurate representations of the Provider and the services offered in the UK and internationally.

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 checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA |

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

**Comments**

There are no formal entry requirements for the training programmes. However, the Provider requires all participants to have at least five years' experience within their job role. Most courses are delivered to international participants in the UK. All participants' level of English language is verified by their employers.

Entry requirements may need to be implemented for future accredited programmes and this will need to be reviewed against the Awarding Organisations' specified entry criteria where applicable.

All participants are given a pre-course questionnaire to determine their experience and expectations. There is a clear and carefully documented application procedure that is securely stored using the Provider's online platform. This includes verification of all stages of the application process, dated correspondence and copies of required documentation.

The Provider employs UK and international sales and marketing agents to promote training programmes and recruit participants. The Director is responsible for training the agents three times a year regarding the training offer and descriptions. Regular meetings also take place between the Operations Manager and the agents. These meetings are clearly documented.

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.  Yes  No
- 6.2 Accurate and secure records of attendance and punctuality at each session are kept for all participants, collated centrally and reviewed.  Yes  No  NA
- 6.3 Participant absences are followed up promptly and appropriate action taken.  Yes  No

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

**Comments**

The Provider has a clear and documented attendance policy. This is up-to-date and reviewed at least annually. There is also a clear reference to participant attendance and punctuality in the Delegate Handbook.

Attendance is effectively monitored, for each training session, through an appropriate daily registration process.

Unexplained absences are unusual. Any that occur are followed up by the Operations Assistant who is present at every training session.

Copies of all registration records are securely stored on the online platform.

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**

The Provider has effective methods of requesting feedback from participants for every training programme. All data is collated and analysed to direct future improvements.

Staff feedback is also obtained through the staff appraisal process, which is clearly documented and up-to-date. In addition, the managers employ a very interactive approach and this allows for the Lead Trainer and trainers to offer feedback at the end of every training programme. This is highly effective to aid immediate improvements.

All feedback is analysed and published in the Annual Operations Report. Reports are clearly documented on the online platform. Participant feedback is collated to inform action planning. The action plan is implemented speedily and in time for future training events were possible.

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**

The Operations Manager is responsible for reviewing the Provider's performance and produces an Annual Operations Report. All reports are up-to-date and securely stored on the online platform. This is an effective system of reviewing the Provider's own standards and to aid continuous improvement.

The report is inclusive of an evaluation of all training programmes, previous targets as well as a staff and participant feedback analysis.

All participants submit a pre-training questionnaire that is used to as part of the review process for all the training programmes and resources to ensure participants' needs are fully met.

Action plans resulting from the Annual Operations Report, participant feedback or staff appraisals are effectively monitored by the senior managers.

**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.  Yes  No
- 9.2 Classes are timetabled and rooms allocated appropriately for the courses offered.  Yes  No
- 9.3 The allocation of trainers to classes provides for a consistent learning experience and delivery is monitored to ensure consistency.  Yes  No
- 9.4 There is an appropriate policy and effective procedures for the acquisition of teaching and learning resources.  Yes  No

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

**Comments**

The Provider has an Operations Manager, Operations Assistant and Lead Trainer in place as identified on the organisation chart. All these members of staff are suitably qualified and experienced to manage the programmes and the team of part-time trainers.

All training sessions are clearly timetabled. Timetables are subject to change depending on the needs of the group. All training sessions are planned effectively, with appropriately allocated start and finish times and multiple breaks. All participants receive a Delegate Handbook prior to the training programme and this includes a session timetable.

Trainers are required to submit all plans and resources to the Operations Manager and Lead Trainer within a stated deadline in advance of the training programme. This is effective and allows the teaching and learning resources to be reviewed in line with the training programme's aims and objectives and participants' needs. This process is clearly stated in the Trainer Handbook.

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**

All training programmes are standardised by the Provider and this allows for participants' needs to be thoroughly evaluated. All participants complete a pre-training questionnaire and this allows the trainers to plan sessions to fully meet participants' needs.

Participants' expectations are also checked during and after the training sessions by the trainers. Participants confirmed the training programme exceeded their expectations and that the delivery style was highly effective to meet their needs.

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.  | <input checked="" type="radio"/> Yes | <input type="radio"/> No |
| 11.2 | Trainers have a level of subject knowledge, pedagogic and communicative skill which allows them to deliver the content of courses effectively.                         | <input checked="" type="radio"/> Yes | <input type="radio"/> No |
| 11.3 | The appraisal procedures for trainers incorporate regular classroom observation.   | <input checked="" type="radio"/> Yes | <input type="radio"/> No |
| 11.4 | Trainers are supported in their continuing professional development and enabled to develop further pedagogic techniques to enhance the learning of participants.       | <input checked="" type="radio"/> Yes | <input type="radio"/> 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. | <input checked="" type="radio"/> Yes | <input type="radio"/> No |
| 11.6 | Trainers employ effective strategies to involve all participants in active participation and to check their understanding of concepts and course content.              | <input checked="" type="radio"/> Yes | <input type="radio"/> No |

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

**Comments**

There is a robust and clearly documented recruitment process in place, which follows a suitable recruitment policy. This is annually reviewed and updated as required by the Director. All policies are securely stored on the online platform.

All trainers are very experienced in their subject and as trainers. They are required to update their curriculum vitae (CV) annually. This allows for the effective delivery of training programmes. Records of all trainers' CVs, qualifications and CPD are securely stored on the online platform.

Trainers are proactive regarding their own CPD and they are also well supported by the Provider regarding any mandatory training requirements.

The Provider has a robust system in place to allocate trainers to training programmes and this is evaluated based on participants' needs and the skills and experience of the trainers. All training sessions are regularly observed, on a quarterly basis. This is a documented process that is securely stored on the online platform.

The training session plans allow for differentiated training methodologies, which ensure that both collaborative and independent learning takes place.

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

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

**Comments**

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All training is delivered at external venues. The Operations Manager works closely with a small number of venues to aid consistency.

The Provider supports trainers well by providing hard copy teaching and learning resources. Participants are also provided with a digital storage device of all training materials. This approach is effective.

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 type="radio"/> Yes            | <input type="radio"/> No | <input checked="" 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**

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Participants receive appropriate feedback during the training sessions and this is well planned and documented. All training session plans and assessment feedback activities are reviewed by the Lead Trainer and Operations Manager prior to the training sessions to ensure they meet participants' needs.

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

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

**Comments**

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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 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 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 type="radio"/> 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.   | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> NA |
| 16.2 | For internal assessment and awards, there are effective systems in place for examination security and administration, and clear procedures for participants to appeal against their marks. | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> NA |

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

Comments \_\_\_\_\_

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## 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

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The Operations Manager is responsible for participant welfare and is appropriately supported by the Operations Assistant.

Participants receive a Welfare Pack prior to all the training programmes.

There is a clear and documented induction planned at the start of every training programme. As a result, participants settle into their course quickly.

All participants have the land line telephone number and an appropriate member of staff's mobile number prior to any training programmes commencing. These details are provided as part of the Welfare Pack.

The Provider has clear policies in place, which are effectively implemented, regarding anti-discrimination. These include preventing radicalisation and extremism. Details of this are also published in the Welfare and Delegate Packs. There is an effective and documented process regarding dealing with abusive behavior.



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 staff work very closely with the international participants to ensure robust plans are in place for when they arrive. They are also supported with visa applications and recommended accommodation. These processes are clearly documented in the Welfare Pack that is distributed to participants before they travel to the UK.

Detailed and up-to-date records are maintained of participants' travel and arrival arrangements.

The Welfare Pack also includes information regarding the training venue and local area.

A member of staff is always present at all training sessions to support participants.

Full consideration of culture and religion is supported within the training plans and by evaluating the pre-training questionnaires.

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
- 19.3 Participants are advised of BAC's own complaints procedures.  Yes  No

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

**Comments**

There is a clearly documented application process, which is fair and transparent. Copies of all application and booking forms are securely stored on the online platform.

There is a clearly documented complaints policy that is published in the Delegate Handbook. The BAC complaints procedure is also clearly referenced in the Delegate Handbook. However, the handbook does not provide details as to the steps to be taken to make a complaint to BAC, which would be useful for participants.

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**

Most training programmes have a social programme embedded within the programme. This is a planned day of events at the end of the training that allows participants to explore the local area attractions within their group. Participants receive this information prior to training events, with the Welfare Pack and can contribute to the detail of the arrangements.

The staff member, who is responsible for planning the social programme, works hard to ensure the social events complement the training programme subject areas where possible and increase cultural understanding of the local area. There is no cost to the participants for the social programme.

**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 has secure tenure agreements for its premises at the Clarendon Business Centre.

There are up-to-date records of bookings and contracts between the Provider and external training venues.

All contracts and agreements are securely stored in hard copy.

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.  | <input checked="" type="radio"/> Yes <input type="radio"/> No                          |
| 24.2 | The premises are maintained in an adequate state of repair, decoration and cleanliness.  | <input checked="" type="radio"/> Yes <input type="radio"/> 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. | <input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> NA |
| 24.4 | General guidance on health and safety is made available to participants, staff and visitors.   | <input checked="" type="radio"/> Yes <input type="radio"/> No                          |
| 24.5 | There is adequate signage inside and outside of the premises and notice boards for the display of general information.                                 | <input checked="" type="radio"/> Yes <input type="radio"/> 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.           | <input checked="" type="radio"/> Yes <input type="radio"/> No                          |
| 24.7 | There are toilet facilities of an appropriate number and level of cleanliness.   | <input checked="" type="radio"/> Yes <input type="radio"/> No                          |
| 24.8 | There is adequate heating and ventilation in all rooms.  | <input checked="" type="radio"/> Yes <input type="radio"/> No                          |

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

**Comments**

Access to the Clarendon Business Centre buildings is restricted and all staff and participants report to the main reception area on the ground floor of the Riverbank building.

The Provider's premises are safe, secure and clean and only accessed by a small team of staff.

There is a clearly documented handbook for staff that outlines the health and safety requirements. Not all visitors to the Clarendon Business Centre buildings are presented with this information, requested to sign in or issued with visitor badges. Visitors do, however, have access to other appropriate information sources on health and safety in the building.

There are clear notices regarding fire, health and safety procedures in the Clarendon Business Centre buildings.

All the facilities are spacious, well ventilated, effectively maintained and clean.

There are clear notices regarding fire, health and safety procedures at the visited training venue, notices are visible for all staff and visitors.

All participants are supervised by the Operations Assistant for every training programme.

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 Operations Manager is responsible for acquiring and booking external training venues and aims to use a small number of venues for all training programmes to aid consistency.

The venues used are purposely designed for corporate training events and have excellent access to spacious, well lit training rooms and high quality resources, such as audio visual equipment.

Training rooms and other learning areas provide adequate accommodation for the number of participants enrolled.

Participants also have access to breakout rooms to use during training sessions if needed and separate areas for refreshment breaks and lunch breaks.

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**

Staff have access to effective additional facilities at the Clarendon Business Centre buildings, inclusive of separate reception areas, communal break areas and private bookable rooms.

All trainers are part-time staff and prepare training sessions from home.

External venues are purpose built for training events and are of a high quality. They include spacious and well lit training rooms, separate breakout areas and relaxation areas that allow for the consumption of food and drink.

Participants and staff can keep personal belongings with them in lockable training rooms and offices or can store these safely at the reception areas of the training venues.

**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 Provider has a small committed team of staff that are effectively supported by an experienced senior management team.

The Lead Trainer and team of trainers are very experienced within their specialist subject areas and plan and deliver training programmes that continuously focus on participants' needs and expectations.

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

The Provider offers a broad and diverse range of training programmes that are current and reflective of potential participants' needs.

Trainers are subject specialists and deliver current and interactive content, as a result, participants are continuously engaged and interested.

Training sessions and resources are excellent and exceed participants' expectations.

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 management team is wholly committed to supporting participants welfare prior, during and post training programmes.

Participants are made to feel welcome from when they arrive and feel part of the GTC organisation throughout their training programme.

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

Training venues are excellent and allow participants to engage in well resourced training sessions and interact with their groups throughout their training programmes.

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)**

The Provider is recommended to review their existing data management practices ensure they are compliant with the new Data Protection Act due to be introduced in May 2018.

The Provider should ensure that all records of appraisal meetings are up-to-date.

The Provider should consider reviewing the entry requirements for some training programmes if they are accredited by an Awarding Organisation.

The BAC complaint procedure in the Delegate Handbook should be expanded to state how participants can make a complaint to BAC.

The Provider should ensure that all visitors to the Clarendon Business Centre buildings are requested to sign in and wear a visitor badge. They should also be presented with all health and safety information on arrival.

**COMPLIANCE WITH STATUTORY REQUIREMENTS**