

# BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

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

**ORGANISATION:** MIS Training (UK)

**ADDRESS:** 30 Crown Place  
Moorgate  
London  
EC2A 4EB

**HEAD OF ORGANISATION:** Mr Chris Clarke

**DATE OF INSPECTION:** 10-11 April 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- ☐ Accreditation to be withdrawn.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

MIS Training (UK) (MISTI/the Provider) was part of Euromoney Institutional Investor, which was founded as a business publishing company in 1969. MISTI was established as a separate company in 2014 and is, therefore, no longer part of Euromoney.

The aim of the Provider is to advance performance through knowledge. The provider runs courses, both in-house at the request of the corporate client, and open training courses delivered at a number of high quality hotels in London. These are open to participants from any company. The courses cover a broad range of areas such as audit, risk management and fraud.

Boathouse Capital, a private equity company, bought MISTI in April 2014. It was at this point that the Provider's Programme Manager took over responsibility as the General Manager of MISTI, reporting to the Chief Executive Officer (CEO) of Boathouse Capital based in Boston. The Provider is led by the General Manager, who is supported by an events manager and a sales team dedicated to covering different geographical regions, for example the Middle East. Boathouse Capital delegates responsibility for the day-to-day running of the company to MISTI staff.

In December 2016, MISTI moved to its current serviced office in Moorgate.

### 2. Brief description of the current provision

MISTI offers a wide range of courses on audit, fraud and security. the courses focus on the practical application of knowledge. All courses are accredited by the National Association of State Boards of Accountancy (NASBA) in the United States of America (USA). Many programmes are run as open public courses, whilst others are customised for specific client companies. MISTI is a member of the Certification Service for Continuing Professional Development (CPD), which enables delegates to claim CPD points for attendance on the courses.

The courses are delivered in high quality hotels in London, Amsterdam, Cape Town and Dubai. British Accreditation Council (BAC) only accredits the provision in the United Kingdom (UK).

MISTI currently works with around 200 companies, of whom around 20 are UK-based. Around 500 delegates participated in courses during the last year. All delegates are over the age of 18 and most are well-established in their careers, with many at very senior levels. Most delegates, on the London-based programmes, come from outside the UK and, in particular, from emerging markets, with significant numbers from Africa and the Middle East.

During the inspection, five delegates attended the audit and security of databases, operating systems and networks programme. They were all male and came from the UK, Europe and Africa

Delegates enrol by completing an electronic registration form, submitted via the MISTI website. This generates a telephone call from a member of the sales team and the remaining enrollment processes are conducted electronically.

### 3. Inspection process

The inspection process took place over two days with one inspector. Discussions took place with the General Manager, the events managers and key sales staff. The inspector also undertook a review of the electronic systems, scrutinised documentation and carried out a tour of the offices. An observation of a training session was carried out. The inspector also reviewed the training materials and resources, interviewed the delegates and the trainer.

### 4. Inspection history:

Inspection type	Date
Full Accreditation	21-23 September 2009
Interim	5 October 2010
Re-accreditation	12-13 November 2013

Supplementary	16 March 2015
Interim	2 December 2015
Supplementary	26 January 2017

## 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 managers are well-qualified and experienced. They ensure clear communication through a weekly staff briefing. This provides staff with a well-informed status report and sets the objectives for the week. As a result, the team stay focused on meeting the participants' needs.

#### 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

Administrators, and the sales team, are highly experienced professionals, who know their geographical markets very well and use their sound local knowledge to develop long-lasting relationships with their client companies.

Appropriate policies, procedures and systems are largely electronic and are supported by a bespoke software system that enables a comprehensive approach to collecting and handling data.

The administration offices are of a good size and are well-appointed and resourced. There are break out spaces, in which staff can work if they require more space or privacy.

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

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

**Comments**

The recruitment of staff follows an appropriate formal procedure, which includes two interviews for all new appointees.

All staff are scheduled to receive an annual formal appraisal.

3.3 The appraisal system is not fully implemented and some staff have passed the due date for their appraisal. The sales staff receive a bi-annual review of their performance relating to the meeting of their financial targets. Whilst this is useful in evaluating some aspects of performance, it does not capture the full range of performance indicators or provide the basis for staff to reflect on their performance.

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 paper-based and electronic publicity material, including the website content and appearance, is of a very high standard. Material is informative, accurate and produced to a high standard of professionalism.

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 complete an appropriate online registration form. For specific courses, delegates are also required to complete a pre-course information form so that their course directors, who deliver the courses, can tailor the highly technical content of their provision to meet their delegates' needs. This is an effective approach that ensures the delegates receive exactly the training they need. As a result, participants' evaluations of their courses are highly positive.

In all cases, the sales team makes direct contact, by either telephone or e-mail, to ensure that the course will fully meet the expectations of the delegate or their sponsor organisation. The sales team and managers are skilled at determining the appropriateness of their provision, by matching it accurately to the delegates' position and job title within their organisation.

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**

Delegates sign a register each day. They highly value the opportunity to undertake the course and, therefore, attendance rates are very high.

Delegates' attendance and participation provide the evidence for course achievement. This is recognised in the form of an MISTI certificate of attendance and the allocation of the number of CPD points generated by the hours of 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. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 7.2 | Feedback is obtained, recorded and analysed on a regular basis.   | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 7.3 | The feedback is reviewed by management and action is taken where necessary.   | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 7.4 | There is a mechanism for reporting on the provider's response to the feedback to the participant body.  | <input checked="" type="radio"/> Yes <input type="radio"/> No |

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

**Comments**

Delegates complete feedback sheets after each training course. The outcomes of these sheets, including the grading of various course aspects, are collated and analysed on a master spreadsheet. If a scoring of seven or less is identified, delegates are contacted by telephone to evaluate the reason for the score and to make any necessary adjustments to future programmes. This is a thorough and efficient process that ensures close monitoring and investigation of any low to moderate scores. This results in a cycle of continuous improvement.

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. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 8.2 | Reports are compiled which present the results of the provider's reviews and incorporate action plans.           | <input type="radio"/> Yes <input checked="" type="radio"/> No |
| 8.3 | Action plans are implemented and regularly reviewed.   | <input type="radio"/> Yes <input checked="" type="radio"/> No |

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

**Comments**

MISTI uses a good range of relevant information, collected from a variety of sources, to evaluate its performance. These include a keen focus on course cancellation rates and close scrutiny of each delegate feedback form. This analysis is used to reduce course cancellation rates and to follow up any deficiencies identified in delegates' feedback.

However, there are a number of omissions in the data gathered. For example, the data does not include comparative grades for the trainers and the course content. This additional information could help provide a sharper and broader evidence base for self-evaluation.

8.2 Although an annual verbal report is provided to the CEO and to the team, this focuses on its financial effectiveness and does not comprise a full analysis of the performance of the organisation. Therefore, it does not sufficiently evaluate the continuous improvement of, for example, feedback grades or the quality of its training by means of the production of an annual written report.

8.3 There is currently no comprehensive action plan that covers all aspects of quality improvement.

## 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 |
| 9.2 | Classes are timetabled and rooms allocated appropriately for the courses offered.  | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 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 |
| 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 |

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

#### Comments

All staff take great care to ensure that the course directors' skills and experience are closely matched to delegates' needs and interests. As a result, feedback is very positive in the very large majority of cases. In the very few cases where feedback is not above a score of seven, appropriate action is taken to ensure that subsequent courses take account of the feedback from previous delegates.

Teaching and learning resources are of a very high standard. Course directors are enabled to provide the highest quality resources for their delegates, for example laptops with bespoke software installed. The delegates are highly positive about this aspect of the course.

### 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 type="radio"/> Yes <input type="radio"/> No <input checked="" 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

Courses are designed to fully meet the needs of the delegates.

Formative, informal assessment takes place via the completion of case studies or tasks that enable course directors to evaluate the extent to which the delegates make progress. Course directors use this information to adapt subsequent sessions to enable all delegates to maximise their learning so that they all make good progress.



**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 type="radio"/> Yes <input checked="" 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 type="radio"/> Yes <input checked="" 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**

Course directors are highly qualified and skilled in both their specialist subject area and in the delivery of training.

The delegate feedback forms indicate high levels of satisfaction with the training and that trainers take great care to ensure their materials and methods engage and educate their delegates.

11.3 11.4 The contractual status of the course directors does not require course directors to receive appraisals and current arrangements do not include regular training observations. Training sessions are visited to ensure delegate comfort. However, the lack of systems, such as session observations and the gathering of comparative data on trainer performance, means that best practice is not shared and there is no summary view of the quality of the training.

**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**

Delegates receive high quality and comprehensive training manuals for each course. Many sessions are very well resourced using laptops, pre-loaded with highly specialised software, which enable delegates to use the latest technologies and applications.

In addition, many Course Directors are published authors and provide extended reading lists for their delegates.

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 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 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**

Useful feedback to delegates is provided verbally or, if required by the delegate or their employer, in writing. No other forms of formal assessment or evaluation of learning are currently required.

However, the delegates often make significant progress in both their theory knowledge and skill development. They also gain confidence and improve their presentation skills. These aspects of their progress are not currently evaluated by delegates who would benefit from an opportunity to reflect on their learning and the progress they have 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. | <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. ☐ Yes ☐ No ☐ 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. ☐ 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. ☒ Yes ☐ No ☐ NA
- 17.2 Participants receive appropriate advice before the start of the programme. ☒ Yes ☐ No
- 17.3 Participants receive an appropriate induction and relevant information at the start of the programme. ☒ Yes ☐ No
- 17.4 Participants are issued with a contact number for out-of-hours and emergency support. ☒ Yes ☐ No ☐ NA
- 17.5 The provider has policies in place to avoid discrimination and a published procedure for dealing with any abusive behaviour. ☐ Yes ☒ No
- 17.6 Effective safeguarding arrangements are in place and are regularly reviewed to keep all participants safe. ☐ Yes ☐ No ☒ NA
- 17.7 Effective arrangements are in place to protect participants from the risks associated with radicalisation and extremism. ☐ Yes ☒ No

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

Comments

A named staff member and the course directors take responsibility for delegate wellbeing and safety. Delegates' needs are very well catered for and appropriate adjustments are made as required. These include varying the nature of the refreshments if they are not enjoyed by delegates to ensuring that hotel training rooms are conducive to a high-quality learning experience.

17.5 17.7 There are no formal anti-discrimination procedures or clear arrangements for ensuring delegates are protected from the risks associated with radicalisation and extremism.

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**

International participants receive appropriate levels of information and advice prior to their arrival. They are well-informed about local amenities and staff ensure that their requirements are fully met.

The course content and training methods reflect well the different cultural norms of the delegates.

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.           | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 19.2 | Participants have access to a fair complaints procedure of which they are informed in writing at the start of the course. | <input type="radio"/> Yes <input checked="" type="radio"/> No |
| 19.3 | Participants are advised of BAC's own complaints procedures.  | <input type="radio"/> Yes <input checked="" type="radio"/> No |

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

**Comments**

The terms and conditions, under which delegates are enrolled, are fair and transparent.

19.2 Delegates have access to the complaints procedure on the website. However, this is not drawn to the attention of the delegates.

19.3 Participants are not informed about BAC complaints procedure.

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.                                       | <input type="radio"/> Yes | <input type="radio"/> No                          |
| 20.2 | Any residential accommodation is open to inspection by the appropriate authorities, including Ofsted where participants under 18 are accommodated.   | <input type="radio"/> Yes | <input type="radio"/> No <input type="radio"/> 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. | <input type="radio"/> Yes | <input type="radio"/> No                          |
| 20.4 | A level of supervision is provided appropriate to the needs of participants.   | <input type="radio"/> Yes | <input type="radio"/> No                          |
| 20.5 | Separate accommodation blocks are provided for participants under 18.  | <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

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. | <input type="radio"/> Yes | <input type="radio"/> 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.                               | <input type="radio"/> Yes | <input type="radio"/> No |
| 21.3 | The provider has appropriate contracts in place with any hosts, clearly setting out the rules, terms and conditions of the provision.   | <input type="radio"/> Yes | <input type="radio"/> No |
| 21.4 | Appropriate advice and support is given to both hosts and participants before and during the placement.   | <input type="radio"/> Yes | <input type="radio"/> No |
| 21.5 | Clear monitoring procedures are in place with opportunities for participant feedback and prompt action taken in the event of problems.  | <input type="radio"/> Yes | <input type="radio"/> 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. | <input checked="" type="radio"/> Yes | <input type="radio"/> No |                                     |
| 22.2 | The social programme is responsive to the needs and wishes of participants.  | <input type="radio"/> Yes            | <input type="radio"/> No | <input checked="" type="radio"/> NA |
| 22.3 | Any activities within the social programme have been chosen with consideration for their affordability by the majority of participants.                    | <input type="radio"/> Yes            | <input type="radio"/> No | <input checked="" type="radio"/> NA |
| 22.4 | Any activities organised by the provider are supervised by a responsible representative with suitable qualifications and experience.                       | <input type="radio"/> Yes            | <input type="radio"/> No | <input checked="" type="radio"/> NA |

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

**Comments**

MISTI provides a social programme for delegates if this is requested, which is rare. Information regarding entertainment facilities, such as restaurants, is readily supplied by the sales team or the Course Directors.

**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.  | <input checked="" type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> NA |
| 23.2 | Where required, the provider has access to suitable external premises for training purposes of a temporary or occasional nature. | <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**

MISTI has secure tenure via an annually renewed contract on its premises. Hotels used for training are readily available and there are good and long standing working relationships with a number of high quality hotels that are used for this purpose.

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**

Very good quality training rooms are provided at hotels with breakout areas for delegates to relax or work independently.

The office premises are of the highest quality in a serviced office block located in the City of London. Staff have comfortable and well-equipped rooms in which to work.

General health and safety guidance is provided to staff and all visitors on arrival at the office building or the hotel and by adequate signage in both locations.

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.  | <input checked="" type="radio"/> Yes <input type="radio"/> 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. | <input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> NA |
| 25.3 | There are facilities suitable for conducting the assessments required on each course.   | <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**

The training rooms in the high quality hotels are of excellent quality and, as a result, delegates' comfort is assured.

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.                                   | <input checked="" type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> NA |
| 26.2 | Trainers have access to sufficient personal space for preparing lessons, marking work and relaxation.   | <input checked="" type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> NA |
| 26.3 | Participants and staff have access to space and facilities suitable for relaxation and the consumption of food and drink where appropriate.                   | <input checked="" type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> NA |
| 26.4 | Participants and staff have access to storage for personal possessions where appropriate.   | <input checked="" type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> 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. | <input checked="" type="radio"/> Yes | <input type="radio"/> No |                          |

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

**Comments**

Additional space for staff to use in the serviced office building is available on request.

Delegates have access to spacious lounges and reception and restaurant areas at the various hotels used for their training courses. This ensures that the delegates have space for relaxation and private work.

Trainers are self-employed and work remotely to prepare sessions. However, if they require space to amend or update training materials, there is sufficient space at both the serviced office and any of the hotels used for training.

**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

High quality training, excellent resources and high standards of delegate care ensure that delegate feedback is consistently very positive.

MISTI has an exemplary reputation, which has come about because of its long experience and consistently positive feedback from previous delegates, who have recommended the courses to others.

The international reach of MISTI ensures its delegates benefit from working with colleagues in similar positions from all over the world.

Actions required	Priority H/M/L
3.3 The Provider must fully implement its staff appraisal system so that all staff have their appraisal when it is due.	<input type="radio"/> High <input checked="" type="radio"/> Medium <input type="radio"/> Low
3.3 . The appraisal procedures for the sales staff must cover all aspects of their performance and the full range of performance indicators and provide the basis for staff to reflect on their own performance.	<input type="radio"/> High <input checked="" type="radio"/> Medium <input type="radio"/> Low
8.2 8.3 The Provider must use the full range of data available to produce an annual report that provides clear actions for continuous improvement.	<input type="radio"/> High <input checked="" type="radio"/> Medium <input type="radio"/> Low

### TEACHING, LEARNING AND ASSESSMENT

#### Provider's strengths

The bespoke training, which is delivered by very experienced and skilled trainers, provides exceptionally tailored learning for delegates.

Training sessions are very well-resourced, including the provision of laptops which have highly specialised software previously installed.

Actions required	Priority H/M/L
11.3 11.4 The Provider must introduce a developmental training session observation system so that course directors can share good practice, which will enable the course directors to continually develop their skills.	<input type="radio"/> High <input checked="" type="radio"/> Medium <input type="radio"/> Low

### PARTICIPANT WELFARE

#### Provider's strengths

Delegates' welfare and enjoyment is given a very high priority.

Close scrutiny of each individual feedback form results in rigorous follow up of any areas of deficiency so that the delegates' experience is continuously evaluated and improved.

Actions required	Priority H/M/L
17.5 17.7 The Provider must ensure there is a formal anti-discrimination procedure and appropriate arrangements for ensuring delegates are protected from the risks of radicalisation and extremism.	<input type="radio"/> High <input checked="" type="radio"/> Medium <input type="radio"/> Low
19.2 19.3 The Provider must ensure delegates are informed, in writing, of the MISTI and BAC complaints procedures so that they are aware of how they can make a complaint.	<input type="radio"/> High <input checked="" type="radio"/> Medium <input type="radio"/> Low

## PREMISES AND FACILITIES

### Provider's strengths

The use of high quality hotels in central London ensures that delegates enjoy their experience.

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)

MISTI is recommended to extend the data it collects to include the relative grading of course directors by delegates, in order to provide a more forensic and expansive overview of its performance.

The Provider should consider introducing an appropriate method to enable delegates to evaluate their starting points and reflect on their learning at the end of the course so that they can evaluate the progress they have made.

### COMPLIANCE WITH STATUTORY REQUIREMENTS