BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

Short Course Provider (SCP) Full Inspection

ORGANISATION: Takeoff Direct Limited T/A Takeoff Aviation Academy

ADDRESS: Suite 3 Brooklands House
Marlborough Road
Lancing
West Sussex
BN15 8AF

HEAD OF ORGANISATION: Mr Oliver Farirayi

DATE OF INSPECTION: 19-20 March 2018

ACCREDITATION STATUS AT INSPECTION: Candidacy accreditation

DECISION ON ACCREDITATION:

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

Date: 23 May 2018
PART A - INTRODUCTION

1. Background to the organisation

Takeoff Direct is a private limited company, which is owned and run by its sole Director. It trades under the name of Takeoff Aviation Academy (TAA/the Provider). It was established in 2009 and provides training in Air Traffic Control (ATC) and Air Traffic Management (ATM) as well as ancillary aspects of airport management. The additional training courses include safety systems, ATS technical, risk management, hazard identification and aviation security.

The training is provided at various sites overseas and at the premises in West Sussex, on the Lancing business park. BAC accreditation and this inspection relates to the United Kingdom (UK) provision only.

TAA aims to provide its customers with innovative world class training in aviation services and to enhance professionalism in the industry.

The Director is supported by a Training and Standards Director and a part-time administrator.

The training services are offered to non-European Civil Aviation Authorities (CAAs). The majority of TAA’s customers are CAAs, who are responsible for the recruitment, assessment and the financing of the participants. Participants on the courses are either already employed or are assured of employment after successfully completing the courses subject to meeting medical licensing requirements.

2. Brief description of the current provision

TAA has expanded the range of courses it offers and now intends to run a number of courses in the UK premises in West Sussex.

On a global basis, the standards of ATC and ATM are co-ordinated by the International Civil Aviation Organisation (ICAO). ICAO is a United Nations (UN) body, which sets standards that are implemented by the CAAs of individual countries. In Europe, the standards of ATC are co-ordinated by the European Organisation for the Safety of Air Navigation (Eurocontrol), of which individual countries are members.

Eurocontrol has set definitive standards for initial training. These are set out in the specification for the Air Traffic Control Officer (ATCO) Common Core Content Initial Training. These standards facilitate a uniform approach to initial training, which is the key element for ensuring mobility among air traffic controllers. Eurocontrol's standards are more onerous than those of ICAO. Therefore, many non-European CAAs now wish to train their ATC personnel in accordance with the training standards of Eurocontrol.

TAA delivers ATC Rating courses that are mapped to both sets of standards. Rating courses are delivered for up to a maximum of 10 weeks. TAA delivers most of its other courses under license from Eurocontrol Training Zone. As required, the programmes comply with the ICAO syllabus and are mapped to the Eurocontrol Specification for ATCO Common Core Content Initial Training.

Online material is hosted and delivered through the Eurocontrol Training Zone, which is an online platform for ATM training. It is owned and managed by Eurocontrol. TAA is shown as a participating training organisation, which is based in Europe and develops its own modules. These modules can be combined with Eurocontrol’s modular courses to provide additional material for use on selected courses.

Simulation software is supplied through an agreement with Eurocontrol and meets the specifications and standards required for this type of training.

In addition to the ATC Rating courses, TAA also offers Eurocontrol’s short courses, with a duration of between five and ten days, in a range of areas connected with aviation management. These include air traffic management systems, global navigation systems, safety management systems, aviation security and aviation English language. In addition, it is intended to offer new courses, which will be developed to meet the requirements of Eurocontrol and ICAO.

At the time of the inspection, a newly developed course, called Introduction to Air Traffic Control and Aviation Management, was running. This two-day course was designed by TAA to provide an overview of the opportunities available in the aviation industry. The five participants were young adults with an interest in the aviation industry as a career. Three were from the UK, one was from Brazil and the other from Spain.
Most courses are restricted to four to six participants and will be delivered within the serviced facilities at Brooklands House in West Sussex or possibly at other venues in the United Kingdom according to demand.

3. Inspection process

The inspection was conducted over a day and a half by one inspector. The inspector had discussions with the Director, one lecturer, the administrator and the five participants. The director of training was away at the time of the inspection so the inspector had a conversation with him by telephone after the inspection. Three teaching sessions were observed, a tour of the premises was carried out and various documentation was scrutinised. There was good cooperation in a friendly business atmosphere throughout.
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
Senior staff have relevant experience, are well qualified and have a wealth of practical knowledge to enable them to carry out their responsibilities effectively. Whilst the current small team is sufficient to ensure the organisation is run appropriately at the current time, this will become more difficult if the business grows as planned.

Written communication works well as information is simultaneously transmitted across TAA’s network of computers.

1.3 Important meetings and telephone discussions are not routinely recorded nor is certain information retained for future reference.

2. The administration of the provider is effective

   2.1 Administrators are suitably qualified or experienced and understand their specific responsibilities and duties.  ☐ Yes  ☐ No
   2.2 The size of the administrative team is sufficient to ensure the effective day-to-day running of the provider.  ☐ Yes  ☐ No
   2.3 The administrative support available to the management is clearly defined, documented and understood.  ☐ Yes  ☐ No
   2.4 Policies, procedures and systems are well documented and effectively disseminated across the provider.  ☐ Yes  ☐ No
   2.5 Data collection and collation systems are effective.  ☐ Yes  ☐ No
   2.6 Administrative offices are adequate in size and resources for the effective administration of the provider.  ☐ Yes  ☐ No

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

Comments
The Director carries out much of the administrative duties at the current time. He is supported by a part-time administrator. Appropriate training is being undertaken by the administration team in order to enhance the available knowledge of the sector. The administrative arrangements are sufficient for the current stage of development of the Provider.

TAA has appropriate policies in place, which are augmented by Eurocontrol regulations to which it must adhere. However, there is no working alone policy, which, in view of the small size of TAA, would be relevant.

Data is effectively stored and easily retrievable through the well structured computer system.

2.6 There is one office, which is used as the administrative office and the Director’s office. This provides insufficient work space for the Provider. The Director is negotiating for an additional room in the building.
3. The provider employs appropriate managerial and administrative staff

3.1 There are appropriate policies and effective procedures for the recruitment and continuing employment of suitably qualified and experienced staff. ☐ Yes ☐ No

3.2 Experience and qualifications claimed are verified before employment. ☐ Yes ☐ No

3.3 There is an effective system for regularly reviewing the performance of staff. ☐ Yes ☐ No

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

Comments

Staff records are well maintained. Most of the staff recruitment is through the personal knowledge of the Director and the Director of Training and Standards as they have been involved with the industry over many years and have a lot of contacts.

3.1 There is an appropriate staff contact. However, employment contracts have not been signed by all the employees, both full and part-time.

Useful information relating to staff matters is in the Staff Handbook. Staff do not sign to confirm they have read the handbook and are, therefore, aware of the policies and procedures, which are intrinsic to their employment.

References are taken up and qualifications are verified.

3.3 There is a suitable policy for reviewing staff performance. However, this has not been implemented and the policy for reviewing staff performance is not included in the Staff Handbook.

4. Publicity material, both printed and electronic, gives a comprehensive, up-to-date and accurate description of the provider and its programmes

4.1 Text and images provide an accurate depiction of the provider's location, premises, facilities and the range and nature of resources and services offered. ☐ Yes ☐ No

4.2 Information on the courses available is comprehensive, accurate and up to date. ☐ Yes ☐ No

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

Comments

There is a well presented website together with a small full colour booklet outlining the courses. The house style is consistent throughout and the booklet gives useful information about the various courses.
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. ☐ Yes ☐ No ☐ NA

5.2 A formal application process ensures that participants meet the entry requirements and any claimed qualifications are verified. ☐ Yes ☐ No ☐ 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. ☐ Yes ☐ No ☐ NA

5.4 Any overseas recruitment agents are properly selected, briefed, monitored and evaluated. ☐ Yes ☐ No ☑ NA

This standard is judged to be: ☑ Met ☐ Partially Met ☐ Not Met

Comments

The relevant CAA nominates the candidates for the corporate courses. Corporate courses are arranged through a direct contract between the CAA and the TAA.

Participants are selected by the CAA on the basis that they have the ability to progress in their roles. All participants must have a good level of English language competency, which is set, by the aviation industry, at International English Language Testing System (IELTS) level 6.5. The group of international participants, who were present at the time of the inspection, were able to converse in the English language to a level well in excess of the required level.

The participants are also required to undergo a medical examination prior to the course.

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

There is a clear attendance policy, which is effectively communicated to the participants.

Participants must attend the complete course if they are to be fully prepared for the examination. Should they fail to attend, this is reported to the sponsoring CAA.
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.

7.2 Feedback is obtained, recorded and analysed on a regular basis.

7.3 The feedback is reviewed by management and action is taken where necessary.

7.4 There is a mechanism for reporting on the provider’s response to the feedback to the participant body.

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

Comments
After each course the tutors, together with the Director and senior management, review participants’ feedback and where necessary make appropriate changes. The TAA and its course are also overseen by the sponsoring CAA, which has an input into the feedback.

As part of the contract, with the relevant CAA, the TAA is obliged to share the feedback with the sponsoring CAA.

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.

8.2 Reports are compiled which present the results of the provider’s reviews and incorporate action plans.

8.3 Action plans are implemented and regularly reviewed.

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

Comments
The compilation of course reports is mandatory. The reports must include any deficiencies and note what remedial action is taken and whether this is adequate. All changes must be reviewed and agreed with the CAA.

The aviation industry is heavily regulated and the provider is audited by Eurocontrol and overseen by the CAAs. This leads to effective quality assurance oversight in order to maintain high standards.
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.

9.2 Classes are timetabled and rooms allocated appropriately for the courses offered.

9.3 The allocation of trainers to classes provides for a consistent learning experience and delivery is monitored to ensure consistency.

9.4 There is an appropriate policy and effective procedures for the acquisition of teaching and learning resources.

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

Comments
Programme management is effective and meets the participants’ and their employers’ needs.

The teaching team consists of experienced professional aviation specialists, who have an extensive knowledge and considerable relevant practical skills. Details of the trainers are included within each contract with the relevant CAA. As a result, the skills of the trainers match the course requirements well. Allowance for substitute trainers, in the event that the original trainers are not available, forms part of the contractual arrangements.

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.

10.2 Lessons and assessments maintain an appropriate focus on any assessment objectives or statement of learning outcomes established by the awarding body.

10.3 Formative assessments appropriately reflect the nature and standards of summative examinations.

10.4 Participants are encouraged and enabled to develop independent learning skills.

10.5 The academic backgrounds and particular needs of participants are taken into account in the classroom delivery of the course.

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

Comments
Course objectives and assessments follow the requirements of the regulatory bodies, ICAO and Eurocontrol. Where TAA develops its own courses, they also have to comply with the principles set out by the regulatory bodies. These principles include a focus on the need for participants to take responsibility for their own learning and progress and ensuring that the delivery meets the participants’ individual 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.  
   Yes ☐  No ☐

   11.2 Trainers have a level of subject knowledge, pedagogic and communicative skill which allows them to deliver the content of courses effectively.  
   Yes ☐  No ☐

   11.3 The appraisal procedures for trainers incorporate regular classroom observation.  
   Yes ☐  No ☐

   11.4 Trainers are supported in their continuing professional development and enabled to develop further pedagogic techniques to enhance the learning of participants.  
   Yes ☐  No ☐

   11.5 Trainers respond to different learning needs of participants where appropriate, taking various learning styles into account in their planning and delivery of lessons.  
   Yes ☐  No ☐

   11.6 Trainers employ effective strategies to involve all participants in active participation and to check their understanding of concepts and course content.  
   Yes ☐  No ☐

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

   **Comments**
   The courses are delivered by highly experienced trainers. They are knowledgeable and have considerable operational experience.

   Classroom observations take place and appropriate records are retained. The observer provides feedback to the trainers so that they know what they need to adjust or improve.

   Although the trainers respond effectively to participants’ different learning needs, the content of the courses is prescriptive in view of the exacting nature of aviation procedures where margins for error, for example if actions are not carried out systematically and with precision, could be catastrophic.

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**
   TAA has access to Eurocontrol’s Training Zone for online study materials. Each participant is provided with a computer tablet, which is pre-loaded with the full course material. The tablet provides direct access to the internet enabling the participants to make use of material from ICAO and Eurocontrol’s Training Zone. These resources mean that the vast majority of the course material is readily accessible to participants electronically.
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.  

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.  

13.3 Assessment outcomes are monitored to enable the identification of participants who are not making satisfactory progress and prompt intervention where appropriate.  

13.4 Participants are made aware of how their progress relates to their targeted level of achievement.  

13.5 Additional support or advice on alternative courses is provided to participants who are judged not to be making sufficient progress to succeed.  

13.6 Participants have appropriate access to trainers outside class time.  

This standard is judged to be:  

Comments

The content of the Eurocontrol Training Zone material and the nature of the assessments are highly regulated. They incorporate up-to-date changes to aviation systems and procedures. The course material and the details of the programme and the assessments are made available to the participants well in advance of the commencement of the course and participants are appropriately briefed during the induction. Participants are briefed about the programme and what to expect on a regular basis. These briefings are carried out daily in respect of practical sessions.

Participants’ progress is monitored and sessions are provided within the course for remedial training, as required. In addition, some sponsoring CAAs ask for individual feedback reports so that they can see how their employees are progressing.

Each participant must achieve a 70 per cent pass rate in order to qualify and receive certification. On receipt of a certificate, participants must receive a license from the CAA in order to work in the sector.

Since the course is part of the participants' training to enhance their level of competency, it is not applicable for them to attend alternative courses.

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

This standard is judged to be:

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.

15.2 There is evidence of the extent to which the awards are accepted for the purposes of employment or further study.

15.3 External moderators are involved in the assessment process where appropriate.

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

**Comments**

TAA offer their own internal awards. However, the courses are designed to meet the standards of ICAO and Eurocontrol and to comply with Eurocontrol's core content. Licenses to run the course are issued subject to the training being relevant and the syllabus being approved. The examinations are provided under license.

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.

16.2 For internal assessments and awards, there are effective systems in place for examination security and administration, and clear procedures for participants to appeal against their marks.

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

**Comments**

The administration of examinations is carried out in compliance with the standards of the relevant licensing body.
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.  

17.2 Participants receive appropriate advice before the start of the programme.  

17.3 Participants receive an appropriate induction and relevant information at the start of the programme.  

17.4 Participants are issued with a contact number for out-of-hours and emergency support.  

17.5 The provider has policies in place to avoid discrimination and a published procedure for dealing with any abusive behaviour.  

17.6 Effective safeguarding arrangements are in place and are regularly reviewed to keep all participants safe.  

17.7 Effective arrangements are in place to protect participants from the risks associated with radicalisation and extremism.  

This standard is judged to be:  

Comments

The Director takes overall responsibility for participants' welfare. He discharges this responsibility appropriately. The lecturer is also involved, as the lecturer may be the first contact point for any pastoral issues.

All correspondence with prospective students takes place through e-mail. The information provided to students is comprehensive and fully logged on the computer management system.

The induction session is appropriate and includes an outline of the course segments and teaching methods. As a result, the participants know what to expect from their course and what is expected from the students.

17.7 There are no specific arrangements to protect participants 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.  

18.2 International participants receive an appropriate induction upon arrival covering issues specific to the local area.  

18.3 Information and advice specific to international participants continues to be available throughout the course of study.  

18.4 Provision of support takes into account cultural and religious considerations. Where possible, participants have access to speakers of their own first language.  

This standard is judged to be:  

Comments

International participants receive appropriate information before and throughout their course of study.

TAA provides advice regarding accommodation. Participants have the option of arranging their own accommodation, following the advice from TAA, or staying at a recommended hotel or guest house close to the training premises.
19. The fair treatment of participants is ensured

19.1 Participants apply for and are enrolled on courses under fair and transparent contractual terms and conditions.  
☐ Yes  ☐ No  

19.2 Participants have access to a fair complaints procedure of which they are informed in writing at the start of the course.  
☐ Yes  ☐ No  

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

Comments

Participants have access to a fair complaints policy, which is included in a written Student Charter. However, there is a lack of clarity regarding what constitutes a complaint and the policy is not sufficiently emphasised during the induction.

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.  

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.  

21.3 The provider has appropriate contracts in place with any hosts, clearly setting out the rules, terms and conditions of the provision.  

21.4 Appropriate advice and support is given to both hosts and participants before and during the placement.  

21.5 Clear monitoring procedures are in place with opportunities for participant feedback and prompt action taken in the event of problems.

**This standard is judged to be:**  
- [ ] Met  
- [ ] Partially Met  
- [ ] Not Met  
- [x] NA

**Comments**

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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.  

22.2 The social programme is responsive to the needs and wishes of participants.  

22.3 Any activities within the social programme have been chosen with consideration for their affordability by the majority of participants.  

22.4 Any activities organised by the provider are supervised by a responsible representative with suitable qualifications and experience.

**This standard is judged to be:**  
- [ ] Met  
- [ ] Partially Met  
- [ ] Not Met  
- [x] NA

**Comments**
INSPECTION AREA - PREMISES AND FACILITIES

23. The provider has secure possession of and access to its premises

23.1 The provider has secure tenure on its premises.

23.2 Where required, the provider has access to suitable external premises for training purposes of a temporary or occasional nature.

This standard is judged to be:  Yes  No  NA

Comments
TAA's office suite, within a serviced area of the building, is held under an appropriate license.

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.

24.2 The premises are maintained in an adequate state of repair, decoration and cleanliness.

24.3 There are specific safety rules in areas of particular hazard (e.g. science laboratories), made readily available to participants, staff and visitors.

24.4 General guidance on health and safety is made available to participants, staff and visitors.

24.5 There is adequate signage inside and outside of the premises and notice boards for the display of general information.

24.6 There is adequate circulation space for the number of participants and staff accommodated, and a suitable area in which to receive visitors.

24.7 There are toilet facilities of an appropriate number and level of cleanliness.

24.8 There is adequate heating and ventilation in all rooms.

This standard is judged to be:  Yes  No

Comments
Access to TAA's offices is secure.

The premises are maintained to a good level of decoration and cleanliness.

Appropriate guidance on health and safety is outlined to course participants during the induction session at the start of the course.

24.4 No health and safety guidance is provided to visitors.

24.6 There is insufficient work space. The Director is negotiating for an additional room in the building.
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.  

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.  

25.3 There are facilities suitable for conducting the assessments required on each course.  

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

Comments

Training rooms are appropriate and well equipped. TAA makes good computer facilities available for simulated exercises and practical assessments.

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.  

26.2 Trainers have access to sufficient personal space for preparing lessons, marking work and relaxation.  

26.3 Participants and staff have access to space and facilities suitable for relaxation and the consumption of food and drink where appropriate.  

26.4 Participants and staff have access to storage for personal possessions where appropriate.  

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.  

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

Comments

26.1 There is insufficient space to provide facilities for private study, although participants can obtain information online.

The lessons are prepared by the Training and Standards Director away from the Provider’s premises, using ICAO and Eurocontrol material.

26.2 26.3 There is insufficient space for trainers, staff and participants to relax.

Food and drink are consumed in the classroom between teaching sessions or by leaving the building and using a nearby cafe.

There is no need for separate storage facilities. Participants and staff keep their personal possessions with them.

26.5 There is one office that is used as both an administrative office and the Directors office. Therefore, there is no room that is easily available for private meetings.

COMPLIANCE WITH STATUTORY REQUIREMENTS

Declaration of compliance has been signed and dated.  

☐ Yes  ☐ No
PART C - SUMMARY OF STRENGTHS AND ACTION POINTS

Numbering of action points aligns with that of the minimum standards

MANAGEMENT, STAFFING AND ADMINISTRATION

Provider’s strengths

The Director and the Director of Training and Standards have a depth of experience in terms of business acumen and the aviation industry.

<table>
<thead>
<tr>
<th>Actions required</th>
<th>Priority H/M/L</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.3 All important TAA meetings and telephone discussions must be recorded and the information retained for future reference to provide an audit of decisions taken.</td>
<td>High Medium Low</td>
</tr>
<tr>
<td>2.6 26.1 26.2 26.3 26.5 The Director must obtain additional space in the building so that the premises are suitable.</td>
<td>High Medium Low</td>
</tr>
<tr>
<td>3.1 Contracts must be raised and signed by all employees both full and part-time.</td>
<td>High Medium Low</td>
</tr>
<tr>
<td>3.3 The policy on reviewing staff performance must be implemented and the policy documented in the Staff Handbook.</td>
<td>High Medium Low</td>
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TEACHING, LEARNING AND ASSESSMENT

Provider’s strengths

The trainers are knowledgeable and have considerable operational experience.

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<tr>
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<th>Priority H/M/L</th>
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<tbody>
<tr>
<td>None</td>
<td>High Medium Low</td>
</tr>
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</table>

PARTICIPANT WELFARE

Provider’s strengths

Participants are well supported according to their needs.

<table>
<thead>
<tr>
<th>Actions required</th>
<th>Priority H/M/L</th>
</tr>
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<tbody>
<tr>
<td>17.7 TAA must put in place appropriate arrangements to protect participants from the risks associated with radicalisation and extremism, such as a risk assessment and training for staff.</td>
<td>High Medium Low</td>
</tr>
</tbody>
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PREMISES AND FACILITIES

Provider’s strengths

None

<table>
<thead>
<tr>
<th>Actions required</th>
<th>Priority H/M/L</th>
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<tr>
<td>24.4 All visitors to TAA must be advised of the health and safety procedures.</td>
<td>High Medium Low</td>
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RECOMMENDED AREAS FOR IMPROVEMENT (to be reviewed at the next inspection)

The Provider is recommended to consider the recruitment of another experienced person should the business grow as planned.

TAA should ensure that the administration training is completed as quickly as possible in order to enhance the administrative support that is provided.

The Provider should put in place a work alone policy to protect the staff at all times during their work.

It is recommended that all staff sign to signify that they have read the Staff Handbook.

It is recommended that the complaints policy is extended so that it covers what constitutes a complaint and that the procedure is highlighted during the participants' induction.

COMPLIANCE WITH STATUTORY REQUIREMENTS

The establishment must have sufficient staff who are trained in first-aid.