

# 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

### 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.                 | <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 type="radio"/> Yes            | <input checked="" type="radio"/> 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. | <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 type="radio"/> Yes            | <input checked="" type="radio"/> 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. | <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**

The relevant CAA nominates the candidates for the corporate courses. Corporate courses are arranged through a direct contract between the CAA 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.  | <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**

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.  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**

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.  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 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.

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## INSPECTION AREA - TEACHING, LEARNING AND ASSESSMENT

### 9. Programme management is effective

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|-----|--|--------------------------------------|--------------------------|--------------------------|
| 9.1 | There is a suitably qualified and experienced programme manager or management team with responsibility for teaching, learning and assessment and the management of the body of trainers. | <input checked="" type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> NA |
| 9.2 | Classes are timetabled and rooms allocated appropriately for the courses offered.  | <input checked="" type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> NA |
| 9.3 | The allocation of trainers to classes provides for a consistent learning experience and delivery is monitored to ensure consistency.   | <input checked="" type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> NA |
| 9.4 | There is an appropriate policy and effective procedures for the acquisition of teaching and learning resources.  | <input checked="" type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> NA |

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

#### Comments

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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. | <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 checked="" type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> NA |
| 10.3 | Formative assessments appropriately reflect the nature and standards of summative examinations.   | <input checked="" type="radio"/> Yes | <input type="radio"/> No | <input 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

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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**

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- 11.1 Trainers are appropriately qualified and experienced.  Yes  No
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- 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
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- 11.3 The appraisal procedures for trainers incorporate regular classroom observation.  Yes  No
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- 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
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- 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
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- 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**

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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**

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

**Comments**

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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.                                       | <input checked="" type="radio"/> Yes | <input type="radio"/> No                                     |
| 13.2 | Courses are planned to include a schedule of assessments, the procedures and criteria for which are available in writing and in advance to participants and trainers. | <input checked="" type="radio"/> Yes | <input type="radio"/> No <input type="radio"/> NA            |
| 13.3 | Assessment outcomes are monitored to enable the identification of participants who are not making satisfactory progress and prompt intervention where appropriate.    | <input checked="" type="radio"/> Yes | <input type="radio"/> No <input type="radio"/> NA            |
| 13.4 | Participants are made aware of how their progress relates to their targeted level of achievement.   | <input checked="" type="radio"/> Yes | <input type="radio"/> No <input type="radio"/> NA            |
| 13.5 | Additional support or advice on alternative courses is provided to participants who are judged not to be making sufficient progress to succeed.                       | <input 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**

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:**  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 checked="" 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 checked="" type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> NA            |
| 15.3 | External moderators are involved in the assessment process where appropriate.   | <input checked="" type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> NA            |

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

**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.

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**INSPECTION AREA - PARTICIPANT WELFARE****17. Participants receive pastoral support appropriate to their age, background and circumstances**

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

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

**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 extremisms.

**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 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.  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 \_\_\_\_\_

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## 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

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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.  Yes  No

24.2 The premises are maintained in an adequate state of repair, decoration and cleanliness.  Yes  No

24.3 There are specific safety rules in areas of particular hazard (e.g. science laboratories), made readily available to participants, staff and visitors.  Yes  No  NA

24.4 General guidance on health and safety is made available to participants, staff and visitors.  Yes  No

24.5 There is adequate signage inside and outside of the premises and notice boards for the display of general information.  Yes  No

24.6 There is adequate circulation space for the number of participants and staff accommodated, and a suitable area in which to receive visitors.  Yes  No

24.7 There are toilet facilities of an appropriate number and level of cleanliness.  Yes  No

24.8 There is adequate heating and ventilation in all rooms.  Yes  No

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

#### Comments

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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.  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**

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.  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**

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.

Actions required	Priority H/M/L
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.	<input type="radio"/> High <input checked="" type="radio"/> Medium <input type="radio"/> Low
2.6 24.6 26.1 26.2 26.3 26.5 The Director must obtain additional space in the building so that the premises are suitable.	<input checked="" type="radio"/> High <input type="radio"/> Medium <input type="radio"/> Low
3.1 Contracts must be raised and signed by all employees both full and part-time.	<input checked="" type="radio"/> High <input type="radio"/> Medium <input type="radio"/> Low
3.3 The policy on reviewing staff performance must be implemented and the policy documented in the Staff Handbook.	<input type="radio"/> High <input checked="" type="radio"/> Medium <input type="radio"/> Low

### TEACHING, LEARNING AND ASSESSMENT

#### Provider's strengths

The trainers are knowledgeable and have considerable operational experience.

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

### PARTICIPANT WELFARE

#### Provider's strengths

Participants are well supported according to their needs.

Actions required	Priority H/M/L
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.	<input type="radio"/> High <input checked="" type="radio"/> Medium <input type="radio"/> Low

### PREMISES AND FACILITIES

#### Provider's strengths

None

Actions required	Priority H/M/L
24.4 All visitors to TAA must be advised of the health and safety procedures.	<input type="radio"/> High <input checked="" type="radio"/> Medium <input type="radio"/> Low

**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.