BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

Short Course Provider (SCP) Full Inspection

ORGANISATION: Centre for Capacity Training and Development

ADDRESS: 10 Victoria Street
Bristol
BS1 6BN

HEAD OF ORGANISATION: Mr James Baffoe

DATE OF INSPECTION: 11-12 April 2018

ACCREDITATION STATUS AT INSPECTION: Accredited

DECISION ON ACCREDITATION:

○ Accreditation awarded for the full four-year period.

⦿ Probation accreditation.

○ Decision on accreditation deferred.

○ Award of accreditation refused.

Date: 19 July 2018

1. Background to the organisation

The Centre for Capacity Training and Development (CCTD/the Provider) was established as a limited company in October 2015. CCTD is owned by two directors, both originally from Ghana. One is also the director of an established training company in Accra, the African Institute of Management Science (AIMS). The other is based in Bristol. The director based in Bristol, who is called the Programme Director, is responsible for the day-to-day management of the provider. He is in regular contact with his colleague in Accra regarding the operation of CCTD. CCTD also has strategic partnerships with training companies in the United States of America and Canada, and offers training courses run by AIMS in Dubai. Only the CCTD provision in the United Kingdom (UK) is accredited by BAC.

CCTD offers short courses, typically two weeks long, in a range of business and management-related subjects to participants from outside the UK in both public and private sectors. Courses are offered in a wide range of areas such as Management and Protocols, Private Public Partnership and State Owned Organisations, Project Management and Monitoring, Procurement and Logistics and Agriculture and Food Security.

For the delivery of its courses, CCTD uses meeting rooms in a modern serviced business centre in central Bristol. The centre also acts as a virtual office, providing an address and office services. CCTD does not currently have any full-time employees. Trainers and a part-time administrator are engaged when required on a self-employed basis.

2. Brief description of the current provision

CCTD offers courses of one or two weeks' duration in subjects such as Management of Agricultural Research, Economic Growth and Poverty Reduction Programme, Public Sector Budgeting and Budgetary Control, Strategic Planning for Health Executives and Public-Private Partnerships (PPP) Legal Framework. The courses are targeted at participants who are aged in their mid-twenties or older, sponsored by their employers or by international development donor agencies and coming from western, eastern and southern Africa, West Indies, Asia and the Middle East.

CCTD ran two short courses in 2017. These were a two-week course in Managing Public-Private Partnership Projects in October and a five-day course in Management and Implementation of Integrated Financial Systems in December. Each course had one participant. These were from the Ministry of Finance in Gambia and from the Highways Authority in Ghana respectively.

At the time of this inspection, a five-day course on Advanced Project Management was in progress with two participants, one female and one male. Both participants were civil servants, who were sponsored by their governments in Nigeria and Ghana. No other programmes have taken place in 2018 but ten bookings were made during the time of inspection.

3. Inspection process

The inspection was undertaken over a day and a half by one inspector. Meetings were held with the Director of Programmes, the two course participants, the course tutor and a member of staff from the business centre. The inspection also included a review of documents and an inspection of the premises. The Director of Programmes co-operated fully with the inspector and made available the documents requested. On the first and second days, the inspector observed segments of the training sessions.

PART B - JUDGEMENT AND EVIDENCE

The following judgements and comments are based upon evidence seen by the inspector(s) during the inspection and from documentation provided by the provider.

INSPECTION AREA - MANAGEMENT, STAFFING AND ADMINISTRATION

	1.	**The provider is effectively managed**	
	1.1	The management structure is clearly defined, documented and understood, including the role and extent of authority of any owners, trustees or governing body.	● Yes ○ No
	1.2	The head of the provider and other senior managers are suitably qualified and experienced, understand their specific responsibilities and are effective in carrying them out.	● Yes ○ No
	1.3	There are clear channels of communication between the management and staff and those working at the delivery venue/s.	● Yes ○ No

This standard is judged to be: ● Met ○ Partially Met ○ Not Met

Comments

The management structure is clear. The provision in Bristol is managed by the Programme Director who is based there. He has secretarial support when needed from a self-employed part-time administrator. He communicates with his fellow director based in Ghana very regularly and frequently by telephone or e-mail and they periodically visit each other to ensure effective communication takes place.

The Programme Director has a Master of Business Administration (MBA), is a Fellow of the Institute of Financial Accountants and a Member of the Chartered Association of Business Administrators. He also has experience as a trainer and training manager. He is therefore suitably qualified and experienced to oversee and run the courses.

	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

Administrative systems are basic but are appropriate for the Provider at this stage in its development. The participants confirmed that they were effective and met their needs. The self-employed part-time administrator and the Programme Director work from their homes, which is at present a satisfactory arrangement.

The policies and the procedures for data collection are adequate for the Provider. They consist of records of correspondence with the director in Ghana, with participants and their sponsors and with suppliers. Participants' feedback is collected and there is a course log, which is maintained by the tutor.

The high quality serviced offices are rented when required for courses. The managers of the serviced building also provide a mail forwarding and telephone answering service, which CCTD uses when courses are not running.

3. **The provider employs appropriate managerial and administrative staff**

3.1	There are appropriate policies and effective procedures for the recruitment and continuing employment of suitably qualified and experienced staff.	◉ Yes	○ No
3.2	Experience and qualifications claimed are verified before employment.	◉ Yes	○ No
3.3	There is an effective system for regularly reviewing the performance of staff.	◉ Yes	○ No

This standard is judged to be:　◉ Met　　○ Partially Met　　○ Not Met

Comments

The self-employed part-time administrator has an adequate job description so that she understands her responsibilities well. However, the job description is not dated.

The Employee Handbook specifies an appropriate appraisal system for regularly reviewing the performance of staff. It has not yet been implemented because CCTD does not employ any staff. Apart from the Director, those working for CCTD are self-employed and engaged as and when needed to carry out specific tasks.

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

4.1	Text and images provide an accurate depiction of the provider's location, premises, facilities and the range and nature of resources and services offered.	○ Yes	◉ No
4.2	Information on the courses available is comprehensive, accurate and up to date.	◉ Yes	○ No

This standard is judged to be:　○ Met　　◉ Partially Met　　○ Not Met

Comments

The Provider's publicity material consists of a website and a training programmes brochure. The information provided on the courses is comprehensive, accurate and up-to-date and the website shows a picture of the actual premises used for the delivery of the courses

4.1 The number of courses advertised on the website and, particularly in the publicity brochure, could give the impression that CCTD is larger then it actually is. The photographic content of the printed brochure may also give an exaggerated impression of the scale of the provision and could lead potential participants and their sponsors to expect larger numbers of participants per course and for them to represent a more diverse international mix than the Provider is likely to recruit in the foreseeable future.

Some of the content of the website is not sufficiently clear for its target audience, which comprises mainly non-native English speakers. The website includes a small number of spelling mistakes.

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

Applicants complete an appropriate online application form. They are required to have a minimum language level of General Certificate of Education (GCSE) English Grade 4/5. However, this qualification is not an internationally recognised guide to English language level and, therefore, potential participants and their sponsors will not be able to assess whether their level of English is at the appropriate level.

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 an appropriate published written attendance policy. Participants' attendance is accurately logged each day by the course tutor.

7. **The provider regularly obtains and records feedback from participants and other stakeholders and takes appropriate action where necessary**

7.1	The provider has effective mechanisms for obtaining feedback from participants and other stakeholders (such as staff, partner providers and employers) on all aspects of the provider's provision, including formal participant representation where appropriate.	⦿ Yes ○ No
7.2	Feedback is obtained, recorded and analysed on a regular basis.	⦿ Yes ○ No
7.3	The feedback is reviewed by management and action is taken where necessary.	⦿ Yes ○ No
7.4	There is a mechanism for reporting on the provider's response to the feedback to the participant body.	○ Yes ⦿ No

This standard is judged to be: ○ Met ⦿ Partially Met ○ Not Met

Comments

The Programme Director obtains oral feedback from participants at the end of the first or second day. At the end of the course, the participants complete a Facilitator Evaluation Questionnaire. The feedback received shows a good level of satisfaction with the two courses delivered in 2017. The feedback is reviewed by the Programme Director.

7.4 Due to the very small number of courses run to date and their length, a formal mechanism for reporting back to participants on the Provider's response to feedback has not yet been developed.

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

8.1 The systems for monitoring and reviewing all aspects of the Provider's performance have yet to be developed and implemented.

8.2 Due to the very small number of participants to date, reports presenting the results of the Provider's reviews and action plans have yet to be produced.

8.3 There is a three-page Action Plan template for dealing with and responding to stakeholder feedback. However, to date no action plans have been produced and implemented.

9. **Programme management is effective**

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

This standard is judged to be: ◉ Met   ○ Partially Met   ○ Not Met

Comments

Trainers are recruited because they have the subject knowledge and experience to design and deliver a particular course. They discuss their course plan with the Programme Director in advance and make appropriate adjustments in the light of that discussion. The trainers are responsible for providing appropriate teaching and learning resources, again in consultation with the Programme Director. As a result, the system for the management of the programmes is effective.

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.	◉ Yes ○ No ○ NA
10.2	Lessons and assessments maintain an appropriate focus on any assessment objectives or statement of learning outcomes established by the awarding body.	○ Yes ○ No ◉ NA
10.3	Formative assessments appropriately reflect the nature and standards of summative examinations.	○ Yes ○ No ◉ NA
10.4	Participants are encouraged and enabled to develop independent learning skills.	◉ Yes ○ No ○ NA
10.5	The academic backgrounds and particular needs of participants are taken into account in the classroom delivery of the course.	◉ Yes ○ No

This standard is judged to be: ◉ Met   ○ Partially Met   ○ Not Met

Comments

The courses focus on developing knowledge and practical skills, including independent learning skills, to meet the needs of the participants and their sponsors.

Participants are helped to develop their knowledge and expertise in their particular fields by applying case studies from other contexts to their own experiences. In the segments of the course observed by the inspector, the tutor adopted a collegial approach with the two participants, which matched their academic and cultural backgrounds appropriately.

As participants are sponsored by their employers, the courses have, according to participants' evaluations, accurately matched the sponsors' requirements. In any event, the content is easily adjusted to meet participants' 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 trainer observed during the inspection was appropriately qualified and experienced and demonstrated a good level of subject knowledge and pedagogic and communicative skills. The Programme Director conducts a brief observation of the trainer in the first day or two of the course and also asks the participants for early feedback.

During the three very short courses run to date by three different trainers, there has been no opportunity for formal professional development beyond one-to-one feedback from the Programme Director. However, the opportunity for trainers to develop their pedagogic techniques from the feedback is appropriate for the current stage of development of the Provider.

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

Trainers provide appropriate training materials for their courses in consultation with the Programme Director.

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.	⦿ Yes ◯ 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.	◯ Yes ◯ No ⦿ NA	
13.3	Assessment outcomes are monitored to enable the identification of participants who are not making satisfactory progress and prompt intervention where appropriate.	◯ Yes ◯ No ⦿ NA	
13.4	Participants are made aware of how their progress relates to their targeted level of achievement.	◯ Yes ◯ No ⦿ 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.	◯ Yes ◯ No ⦿ NA	
13.6	Participants have appropriate access to trainers outside class time.	⦿ Yes ◯ No ◯ NA	

This standard is judged to be: ⦿ Met ◯ Partially Met ◯ Not Met

Comments

Participants are given appropriate oral feedback and encouragement by the trainers, who also provide their personal contact details in case participants have any queries during the course.

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

This standard is judged to be: ◯ Met ◯ Partially Met ◯ Not Met ⦿ NA

Comments

15. **There is a clear rationale for courses leading to unaccredited or internal awards**

15.1	There is a clear statement of the level claimed relative to the NQF/QCF and evidence that participants who receive the award meet the stated requirements for that level.	◯ Yes ◯ No ◯ NA
15.2	There is evidence of the extent to which the awards are accepted for the purposes of employment or further study.	◯ Yes ◯ No ◯ NA
15.3	External moderators are involved in the assessment process where appropriate.	◯ Yes ◯ No ◯ NA

This standard is judged to be: ◯ Met ◯ Partially Met ◯ Not Met ⦿ NA

Comments

16. **There are satisfactory procedures for the administration of examinations and other means of assessment**

16.1	The provider complies with the requirements of the relevant awarding bodies in terms of examination security and administration where appropriate.	○ Yes ○ No ○ NA
16.2	For internal assessments and awards, there are effective systems in place for examination security and administration, and clear procedures for participants to appeal against their marks.	○ Yes ○ No ○ NA

This standard is judged to be:　○ Met　○ Partially Met　○ Not Met　◉ NA

Comments

INSPECTION AREA - PARTICIPANT WELFARE

17. **Participants receive pastoral support appropriate to their age, background and circumstances**

17.1	There is at least one named staff member responsible for participant welfare who is suitably trained, accessible to all participants and available to provide advice.	◉ 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

The Programme Director is responsible for participants' welfare and arranges participants' accommodation and sends them personalised pre-arrival information in answer to their queries and requests. He meets them on arrival, shows them the facilities available at the training centre and gives advice and directions on staying in Bristol. As a result, the participants are able to quickly settle into their studies.

There is a Participants' Handbook which includes a Code of Conduct Statement outlining the appropriate procedure for dealing with discrimination and harassment.

The participants confirmed that a high level of care had been provided by the Programme Director on arrival and during their course. Inspection findings confirm this view.

The Director of Programmes has conducted an informal risk assessment and concluded that during these very short one or two-week courses for mature adults, the participants need no further protection from the risks associated with radicalisation and extremism than the advice given them in the Code of Conduct Statement in the Participants' Handbook.

18. **International participants are provided with specific advice and assistance**

18.1	International participants receive appropriate advice before their arrival on travelling to and staying in the UK.	● Yes ○ No
18.2	International participants receive an appropriate induction upon arrival covering issues specific to the local area.	● Yes ○ No
18.3	Information and advice specific to international participants continues to be available throughout the course of study.	● Yes ○ No
18.4	Provision of support takes into account cultural and religious considerations. Where possible, participants have access to speakers of their own first language.	● Yes ○ No

This standard is judged to be: ● Met   ○ Partially Met   ○ Not Met   ○ NA

Comments

A high level of appropriate personalised pastoral care is provided by the Programme Director for international participants. This includes help with finding and booking suitable accommodation and making travel arrangements.

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

The CCTD Participants' Handbook includes an appropriate complaints and appeals procedure, which makes suitable reference to the 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.	○ 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

No social programme is offered but the Programme Director suggests local places of interests, and helps with bookings and making travel arrangements.

INSPECTION AREA - PREMISES AND FACILITIES

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

23.1	The provider has secure tenure on its premises.	◉ Yes ○ No ○ NA
23.2	Where required, the provider has access to suitable external premises for training purposes of a temporary or occasional nature.	◉ Yes ○ No ○ NA

This standard is judged to be: ◉ Met ○ Partially Met ○ Not Met

Comments

The Programme Director carries out the administration and management of the courses from his home. CCTD has a contract with the managers of the serviced offices enabling CCTD to use the premises for training and conference purposes and to conduct its business from that location.

24. **The premises provide a safe, secure and clean environment for participants and staff**

24.1	Access to the premises is appropriately restricted and secured.	◉ Yes ○ No
24.2	The premises are maintained in an adequate state of repair, decoration and cleanliness.	◉ Yes ○ No
24.3	There are specific safety rules in areas of particular hazard (e.g. science laboratories), made readily available to participants, staff and visitors.	○ Yes ○ No ◉ NA
24.4	General guidance on health and safety is made available to participants, staff and visitors.	◉ Yes ○ No
24.5	There is adequate signage inside and outside of the premises and notice boards for the display of general information.	◉ Yes ○ No
24.6	There is adequate circulation space for the number of participants and staff accommodated, and a suitable area in which to receive visitors.	◉ Yes ○ No
24.7	There are toilet facilities of an appropriate number and level of cleanliness.	◉ Yes ○ No
24.8	There is adequate heating and ventilation in all rooms.	◉ Yes ○ No

This standard is judged to be: ◉ Met ○ Partially Met ○ Not Met

Comments

The premises provide an appropriate and attractive professional environment for the provision of management training courses. A high standard of safety and security is maintained at the business centre.

Appropriate general guidance on health and safety is available to participants, staff and visitors.

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

A range of training room sizes is available at the business centre to match the needs of the courses and their administration.

Training rooms are well equipped with flip charts, whiteboards and projectors.

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

The business centre provides business lounges with television and daily newspapers, kitchenettes with free tea and coffee, showers, free wireless connection and parking. Extra workspace can be hired as needed.

There are facilities for trainers to print out worksheets if required.

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 directors have a good understanding and experience of the target market for their training programmes.

Actions required	Priority H/M/L
4.1 Publicity must be thoroughly reviewed and adjusted to ensure that it describes the Provider accurately and raises realistic expectations about all aspects of the provision.	● High ○ Medium ○ Low
7.4 A formal mechanism for reporting back to participants on the Provider's response to feedback must be developed as soon as enough participants have attended to make this a meaningful exercise.	○ High ○ Medium ● Low
8.1 Effective systems for monitoring and reviewing all aspects of the Provider's performance must be developed and implemented.	○ High ○ Medium ● Low
8.2 Reports presenting the results of the Provider's reviews and action plans must be produced.	○ High ○ Medium ● Low
8.3 Action plans responding to stakeholder feedback must be produced.	○ High ○ Medium ● Low

TEACHING, LEARNING AND ASSESSMENT

Provider's strengths

The Director of Programmes is appropriately experienced and qualified to manage the delivery of the training programmes effectively and to recruit suitable trainers.

Actions required	Priority H/M/L
None	○ High ○ Medium ○ Low

PARTICIPANT WELFARE

Provider's strengths

The Director of Programmes provides participants with a very good good level of support and pastoral care.

Actions required	Priority H/M/L
None	○ High ○ Medium ○ Low

PREMISES AND FACILITIES

Provider's strengths

The business centre provides an appropriate professional environment for participants and trainers.

Actions required	Priority H/M/L
None	○ High ○ Medium ○ Low

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

It is recommended that job descriptions and other management documents are dated as a reminder for when they are due for review. It is recommended that the content of the website is reviewed and adapted to ensure that it is sufficiently clear for the Provider's target audience. The website would benefit from more careful proof reading as it includes a small number of spelling mistakes. It is recommended that the minimum English language level is also expressed as an appropriate Common European Framework of Reference for Languages (CEFR) level and an appropriate International English Language Testing System (IELTS) score.

COMPLIANCE WITH STATUTORY REQUIREMENTS