

BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

Short Course Provider (SCP) Re-accreditation Inspection

ORGANISATION: Governance and Management Services International

ADDRESS: Suite 7, Jamaica Wharf
2 Shad Thames
London
SE1 2YU

HEAD OF ORGANISATION: Dr Victor Ayeni

DATE OF INSPECTION: 27-28 March 2018

ACCREDITATION STATUS AT INSPECTION: Accredited

DECISION ON ACCREDITATION:

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- Accreditation to be withdrawn.

Date: 19 July 2018

1. Background to the organisation

Governance and Management Services International Limited (GMSI/the Provider) was founded in 2006 by one of the current owners. It is an international training and consultancy firm dedicated to advancing the quality of governance and public sector management in developing countries and transitional democracies. Its core business is to facilitate access to international best practices and to assist governments, organisations and leaders to translate best practice and innovation with the aim of achieving outstanding results.

The proprietor is also the Managing Director (MD) of the organisation and is supported by a small team including administrators and a welfare officer. GMSI is also supported by a network of associates and experts in over 50 countries around the world.

The GMSI offices are based in South East London, close to Elephant and Castle and London Bridge. Transport links are good. GMSI runs its courses in three hotels, although the main hotel that is used is located in the Old Kent Road.

The majority of the training events take place in the United Kingdom (UK), with the remainder taking place in countries such as Nigeria and Tanzania. All the provision is accredited by the British Accreditation Council.

2. Brief description of the current provision

The programmes offered by the Provide cover areas such as Governance, Policy and Advice, Ethics and Integrity, Improving Human Resources and Economics and Banking. The programmes are not certificated either as internal or external awards. However, all participants obtain a Certificate of Participation. All courses are of around three weeks' duration or less, with the large majority of courses being of one week's duration. Courses often have an emphasis on professional coaching, where participants bring a specific work issue or focus, which is worked through during the course.

Around 250 courses are on offer at any time and these are delivered on request, usually for group sizes of one to ten participants. Last year, some 32 participants attended between six to seven programmes in the United Kingdom (UK) and 143 participants attended courses run outside the UK.

Course participants have normally achieved middle or senior ranking within their organisations. Participants are normally evenly split between male and female. All participants come from outside the European Union and most are from Africa and the Caribbean. All are over the age of 18 with the large majority being over 30 years of age.

Individual participants enrol using an electronic enrollment form, or more usually, they are enrolled electronically by their sponsoring organisations.

At the time of the inspection, there was one course running on Improving Back Office Operations with two participants. The course was of five days' duration, with the last day being reserved for a trip around London.

3. Inspection process

The inspection was undertaken over a period of two consecutive days by one inspector. The inspection included a visit to the offices of GMSI and observations of the course taking place. Meetings were held with the delegates and teaching staff as well as the MD and other staff, including the administrators. Co-operation with the inspection process was good.

4. Inspection history:

Inspection type	Date
Full Accreditation	18-19 March 2010
Spot Check	3 February 2011
Interim	18 April 2011

Re-accreditation

2 & 15 April 2014

Interim

15 April 2016

PART B - JUDGEMENT AND EVIDENCE

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

INSPECTION AREA - MANAGEMENT, STAFFING AND ADMINISTRATION

1. The provider is effectively managed

- | | | | |
|-----|---|--------------------------------------|--------------------------|
| 1.1 | The management structure is clearly defined, documented and understood, including the role and extent of authority of any owners, trustees or governing body. | <input checked="" type="radio"/> Yes | <input type="radio"/> No |
| 1.2 | The head of the provider and other senior managers are suitably qualified and experienced, understand their specific responsibilities and are effective in carrying them out. | <input checked="" type="radio"/> Yes | <input type="radio"/> No |
| 1.3 | There are clear channels of communication between the management and staff and those working at the delivery venue/s. | <input checked="" type="radio"/> Yes | <input type="radio"/> No |

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

Comments

The management structure is clear and staff understand well their roles and responsibilities.

Leaders are well-qualified and highly experienced. They provide a sound structure and model for good practice in the delivery of short courses. Staff members participate in effective professional development.

Communication channels are effective and lead to effective open communication between the managers and the staff.

2. The administration of the provider is effective

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

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

Comments

Effective administration staff and systems enable the ready availability of good quality information and reporting.

Data collection systems, which are largely paper based, are appropriate for the size of the Provider. They provide useful information to enable course effectiveness to be appropriately evaluated.

The content of the policies and procedures is sound and appropriate. However, the large majority of the policies date from 2008 to 2013 and there is no systematic review procedure in place to ensure they remain relevant and up-to-date. Currently this does not adversely affect the day-to-day running of the business.

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 recruitment procedures are appropriate and formal. All staff have been through a thorough process of application and interview.

Staff are well-qualified, they know the organisation very well and are diligent in working towards its aims.

The staff find performance review helpful, useful and supportive. Inspection findings confirm this view.

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 website provides an accurate representation of the organisation and the courses it offers.

5. **The provider takes reasonable care to recruit and enrol suitable participants for its courses**

- | | | |
|-----|---|--|
| 5.1 | Entry requirements for each course, including those relating to language ability, are set at an appropriate level and clearly stated in the course descriptions seen by prospective participants. | <input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA |
| 5.2 | A formal application process ensures that participants meet the entry requirements and any claimed qualifications are verified. | <input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA |
| 5.3 | The provider replies to all application enquiries promptly and appropriately and briefs all stakeholders properly on the nature and requirements of its programmes. | <input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA |
| 5.4 | Any overseas recruitment agents are properly selected, briefed, monitored and evaluated. | <input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA |

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

Comments

Prompt and thorough communication with participants and/or their employers and sponsor organisations ensures that participants have a clear understanding of the expectations and suitability of the courses offered.

The provider has efficient administration systems, which ensure that applications are dealt with effectively and promptly and that entry requirements are met.

6. **There is an appropriate policy on participant attendance and effective procedures and systems to enforce it**

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|-----|---|--|
| 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

Written attendance records are accurately maintained when group sizes warrant such an approach. In most cases, however, when there are only two or three participants, register taking is not needed since participants are fully accounted for by the members of staff who are on site when the course is running. As a result of these approaches, there is full attendance on the courses.

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

Highly effective arrangements for obtaining participant feedback are used. Participants are involved in daily discussions about the course, complete daily learning journals, carry out course evaluation and participate in a whole course summary process that evaluates every aspect of their training experience. This comprehensive approach ensures high levels of client satisfaction.

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 Provider thoroughly evaluates each individual course throughout the year. Following this review, a course level report is produced which provides precise recommendations for improvement, which are actioned and systematically followed up.

However, the Provider does not produce a summary review of all the course delivery. This would provide a view of the overall quality of its provision and enable it to make comparisons year-on-year and set organisational objectives for the whole provision. This would enhance the already good practice that is carried out on an individual course basis.

INSPECTION AREA - TEACHING, LEARNING AND ASSESSMENT

9. Programme management is effective

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

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

Comments

Programme management is effective. Staff thoughtfully attend to every aspect of the participants' experience and welfare. Care is taken to match trainers' skills and experience to participants' needs and interests.

Classes are timetabled sympathetically to enable participants to enjoy leisure time after the course has concluded for the day.

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

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

Comments

Course content is designed around a coaching model, to meet participants' specific work priorities. Time is dedicated to exploring issues that participants are experiencing in their professional lives.

All programmes are highly personalised to participants' current work situations and priorities. Trainers effectively adapt the content of the programmes to ensure it meets the participants' needs. This is facilitated by the small group sizes.

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

Trainers are selected on the basis of their professional and technical experience and participants' feedback forms and course observations attest to their high levels of satisfaction with the training methods employed. However, there is an insufficient focus, in the various course review processes and the quality manual, on the development of a wide range of teaching and learning strategies to ensure that the participants are fully engaged at all times in training sessions.

The one full-time and around one hundred associate trainers have a broad range of professional experience, which they use to good effect in their course delivery.

In the very large majority of cases, trainers are only used once so continuing professional development, observation and appraisal would not be appropriate for this level of engagement. In the very few cases where a trainer is used more than once, it is likely to be a permanent staff member. In this case, the performance of the trainer is appropriately appraised and the trainer is supported in his/her continuing professional development.

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

There is good provision of study resources. These include a working folder that participants refer to and annotate each day, an electronic copy of all materials and access to a well-stocked library.

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 do not follow a formal course of study. The learning model is primarily coaching to enable the resolution of the specific issues on which participants want to focus. Learning is effectively evaluated through the daily summary meetings, learning journals and daily diaries, through which participants reflect on and record the learning that has taken place.

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 assessment and awards, there are effective systems in place for examination security and administration, and clear procedures for participants to appeal against their marks. Yes No NA

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

Comments _____

INSPECTION AREA - PARTICIPANT WELFARE

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

- 17.1 There is at least one named staff member responsible for participant welfare who is suitably trained, accessible to all participants and available to provide advice. Yes No NA
- 17.2 Participants receive appropriate advice before the start of the programme. Yes No
- 17.3 Participants receive an appropriate induction and relevant information at the start of the programme. Yes No
- 17.4 Participants are issued with a contact number for out-of-hours and emergency support. Yes No NA
- 17.5 The provider has policies in place to avoid discrimination and a published procedure for dealing with any abusive behaviour. Yes No
- 17.6 Effective safeguarding arrangements are in place and are regularly reviewed to keep all participants safe. Yes No NA
- 17.7 Effective arrangements are in place to protect participants from the risks associated with radicalisation and extremism. Yes No

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

Comments _____

The Welfare Officer effectively takes care of all aspects of participants' wellbeing and as a result, participants rate this aspect of their training highly.

Appropriate policies relating to anti-discrimination are in place.

Participants receive good quality information prior to commencing their programme and, as a result, they feel they have chosen their training course wisely.

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

International participants receive specific guidance, often through documents that are in the participants' own language, prior to starting their programme.

Religious and cultural aspects are taken into consideration well.

19. **The fair treatment of participants is ensured**

- 19.1 Participants apply for and are enrolled on courses under fair and transparent contractual terms and conditions. Yes No
- 19.2 Participants have access to a fair complaints procedure of which they are informed in writing at the start of the course. Yes No
- 19.3 Participants are advised of BAC's own complaints procedures. Yes No

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

Comments

Participants receive appropriate information relating to the Provider's complaints procedure.

19.3 Participants are not currently advised of 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 _____

An appropriate social programme is provided for participants, which includes visits to interesting London landmarks and, where possible, visits to sites related to participants' areas of study.

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

Secure tenancy is assured via a lease. In addition, the Provider has long-standing relationships with local hotels. This ensures good quality training rooms are readily available.

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

These is a pleasant, well designed and maintained administrative office, which is also occasionally used to hold the courses. It is fit for purpose.

Appropriate health and safety information is provided in all premises used and is adequate so that participants feel safe during the training.

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

Occasionally, courses are held at the administrative office, which is suitable for this purpose.

The training rooms in hotels are well-ventilated, equipped with good audio-visual resources, spacious and refreshments are provided for the comfort of participants. The main hotel that is used provides accommodation facilities for any participant wishing to stay.

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

All the premises that are used are of a good standard. Rooms are of a reasonable size and there is good Information Technology (IT) access. The administrative offices provide suitable accommodation for the number of staff and an adequate meeting room.

COMPLIANCE WITH STATUTORY REQUIREMENTS

Declaration of compliance has been signed and dated. Yes No

PART C - SUMMARY OF STRENGTHS AND ACTION POINTS

Numbering of action points aligns with that of the minimum standards

MANAGEMENT, STAFFING AND ADMINISTRATION

Provider's strengths

The Provider exemplifies its core values. In particular, it adopts a highly personalised approach to meeting the training needs of its participants.

The Provider has developed a high level of expertise within its specific core market and upholds a good reputation.

Highly effective arrangements for gathering participants' feedback enable individual courses to undergo continuous improvement.

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

TEACHING, LEARNING AND ASSESSMENT

Provider's strengths

Pre-assessment and other arrangements for matching participants' needs to trainers' skills and expertise, ensure high levels of participant satisfaction.

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

PARTICIPANT WELFARE

Provider's strengths

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Actions required	Priority H/M/L
19.3 The Provider must ensure that all course participants are made aware of the BAC complaints procedure prior to their starting the course	<input type="radio"/> High <input checked="" type="radio"/> Medium <input type="radio"/> Low

PREMISES AND FACILITIES

Provider's strengths

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

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

It is recommended that the Provider puts in place a formal review process for all policies and other dated documents so that they are systematically maintained up-to-date.

It is recommended that the Provider develops a process to evaluate its course provision as a whole as well as on an individual course basis, so it arrives at an overall view of its performance over time and can set appropriate organisational objectives to improve the already good individual course reviews that take place.

The Provider should consider ways to ensure that trainers use more varied training techniques to promote variety and further strengthen the effective learning that takes place on its courses.

COMPLIANCE WITH STATUTORY REQUIREMENTS