

BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

Short Course Provider (SCP) Candidacy / Stage 2 Inspection

NAME OF PROVIDER: Gledus Limited

ADDRESS: Jubilee House
East Beach
Lytham, Lancashire
FY8 5FT

HEAD OF PROVIDER: Mr Henry Hargreaves

DATE OF INSPECTION: 21 November 2018

ACCREDITATION STATUS AT INSPECTION: Unaccredited

DECISION ON ACCREDITATION:

- Accreditation awarded for six months
- Decision on accreditation deferred
- Award of accreditation refused

DATE: 31 January 2019

1. Background to the institution

Gledus Limited (the Provider) was established in 2017 and is a privately owned limited company. It offers a small range of education programmes to international participants, through the delivery of summer camps in the United Kingdom (UK). The programmes that will be offered initially will be Specialist Skills in Football and Performing Arts. Both programmes will be delivered in conjunction with an English Language programme.

Gledus Limited has its head office in Lytham, Lancashire. Participants in the summer camps will be accommodated at Kirkham Grammar School, in Lancashire and the two programmes will be delivered at Tranmere Rovers Football Club (FC), located in Birkenhead, Merseyside and Manchester College. These locations offer participants a creative learning environment, access to industry standard resources and specialist facilities for their chosen programme.

Gledus Limited aims to expand opportunities in international education and to promote collaboration between institutions, participants, parents and related organisations with the objective of providing enjoyable cross-cultural learning experiences and bringing the world together through education.

The head of the Provider is the Managing Director, who is supported by a Director of Studies, an Administration Manager and a Compliance Manager. Teaching staff are managed by an Academic Coordinator who reports to the Director of Studies.

2. Brief description of the current provision

The first summer camp, which is planned for August 2019, will be two weeks in duration and delivered face-to-face. Enrolment for summer camps will be annual, commencing in August each year. The two specialist programmes in Football and the Performing Arts will be delivered alongside an English Language Programme.

Applicants are required to have a minimum International English Language Testing System (IELTS) score of 4.5 and will also be required to undertake a written task prior to commencing any programme.

The Provider has a capacity of 40 participants in total. It is envisaged that the participants will be aged between 10 and 16 years old. It is anticipated that a large majority of the participants will be Chinese.

3. Inspection process

The inspection was carried out at Gledus Limited head office, over one day by one inspector. Meetings took place with the Managing Director, the Director of Studies, the Administration Manager and the Compliance Manager. Additional locations such as Kirkham Grammar School, the Manchester College and Tranmere Rovers FC were not visited. Various documentation was scrutinised. The availability of the information provided to the inspector was excellent and the Provider cooperated highly effectively with the inspector throughout the inspection.

PART B - JUDGMENT AND EVIDENCE

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

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="checkbox"/> Yes | <input type="checkbox"/> 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="checkbox"/> Yes | <input type="checkbox"/> 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="checkbox"/> Yes | <input type="checkbox"/> No |

This standard is judged to be:

Met Partially Met Not Met

Comments

The Provider has a clearly defined management structure that is documented by means of an organisation chart that clearly states the staff hierarchy and job roles.

The Managing Director is highly qualified and experienced and holds a clear vision for the Provider and its potential participants. He is supported by a small Senior Leadership Team, including a Director of Studies. The Senior Leadership Team is highly committed and supports the Managing Director to ensure all staff and participants are fully supported prior and during programme delivery. All roles and responsibilities are well understood and are documented through job descriptions for full and part-time staff. Terms of Agreement are in place within contracts for those freelance staff, who are recruited for the summer camps.

Channels of communication between the management and staff are effective and regular by means of face-to-face meetings, telephone calls and e-mails. The outcomes of communications are effectively recorded through meeting schedules, agendas, minutes and action plans. These systems demonstrate that the Provider is effectively managed and that communications are effectively recorded on a regular basis.

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="checkbox"/> Yes | <input type="checkbox"/> 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="checkbox"/> Yes | <input type="checkbox"/> No |
| 2.3 | The administrative support available to the management is clearly defined, documented and understood. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| 2.4 | Policies, procedures and systems are well documented and effectively disseminated across the provider. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| 2.5 | Data collection and collation systems are effective. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |

This standard is judged to be:

Met Partially Met Not Met

Comments

The Provider has a qualified and experienced Administration Manager who is located at the head office. He works closely with the Managing Director, who also oversees the administration process from initial applications to enrolment. The Administration Manager is clearly identified on the organisation chart and his role and responsibilities are clearly confirmed with a job description.

The size of the administration team is effective for the numbers of staff and potential participants prior to and during the summer camp delivery and ensures the effective day-to-day administration of the Provider.

There are clear and documented policies covering the administration procedures and systems. These are included in the staff handbook and are disseminated during the staff induction. The staff handbook and policies are accessible on the Provider's secure server.

All administration records are stored on a secure and central database system. This has been set up to include staff and participant information, application forms, enrolment forms, emergency contacts, financial information and attendance.

Data collection and collation systems are effective. Policies have been reviewed and updated to comply with the current data protection regulations. The senior leadership team has undertaken recent training to ensure this compliance.

These systems ensure that there is highly effective administration support in place.

3. The provider employs appropriate managerial and administrative staff

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|-----|--|---|-----------------------------|
| 3.1 | There are appropriate policies and effective procedures for the recruitment and continuing employment of suitably qualified and experienced staff. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| 3.2 | Experience and qualifications claimed are verified before employment. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| 3.3 | There is an effective system for regularly reviewing the performance of staff. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |

This standard is judged to be:

Met Partially Met Not Met

Comments

The Provider has detailed recruitment policies. These include policies on appropriate legal checks, academic references and qualification verification for all staff.

The recruitment of teaching staff is in process and is dependent on academic qualifications and experience within their subject specialisms. All experience and qualifications will be verified by the Managing Director prior to employment contracts being issued.

The Provider has a structured review process for all teaching and non-teaching staff. For teachers, this is inclusive of at least one lesson observation carried out by the Director of Studies during each two-week summer camp. The performance of all staff involved in the delivery of programmes will be reviewed by the Director of Studies and the Managing Director. Feedback on staff performance will be communicated to staff in staff review meetings so that they know what they are doing well and what they need to improve. All meetings are documented.

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

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|-----|--|---|-----------------------------|
| 4.1 | Text and images provide an accurate depiction of the provider's location, premises, facilities and the range and nature of resources and services offered. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| 4.2 | Information on the courses available is comprehensive, accurate and up-to-date. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |

This standard is judged to be:

Met Partially Met Not Met

Comments

The Provider's printed promotional materials provide an accurate depiction of the location, premises, facilities, resources and programmes offered. Although there is a well maintained website, the information about the summer camps is not as clear as the printed material and is not sufficiently accessible as a key source of information for participants.

There are drafts of programme information packs and student handbooks that contain comprehensive, accurate and up-to-date information about all programmes. These will be reviewed at least six months prior to the first cohort of participants being enrolled.

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

- | | | | | |
|-----|---|---|-----------------------------|-----------------------------|
| 5.1 | Entry requirements for each course are set at an appropriate level and clearly stated in the course descriptions seen by prospective participants. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> NA |
| 5.2 | A formal application process ensures that participants meet the entry requirements and any claimed qualifications are verified. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> 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="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> NA |
| 5.4 | Any overseas recruitment agents are properly selected, briefed, monitored and evaluated. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> NA |

This standard is judged to be:

Met Partially Met Not Met

Comments

Although participants are aware of these in advance, the entry requirements for each programme are clearly published in the Student Handbook, which is provided to participants post-enrolment.

A formal application process ensures that participants meet the entry requirements and any claimed qualifications are verified at enrolment, prior to commencing any programme. The Managing Director also arranges a face-to-face meeting in the participant's home country prior to enrolment.

Application enquiries are responded to promptly by the Administration Manager with referrals to the Managing Director and Director of Studies as needed.

On arrival, participants undertake an English language proficiency test to establish their level of English. Classes will then be arranged to ensure participants are taught at the appropriate level to meet their needs.

Reputable overseas recruitment agents are used. They are appropriately briefed and trained by the Managing Director. The monitoring and evaluation of the agents is planned for the end of programme review report in 2019.

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

6.1 There is an appropriate, clear and published policy on participant attendance and punctuality. Yes No

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

Comments

There is an appropriate, clear and published policy on required student attendance and punctuality. This is clearly stated in the Student Handbook and associated quality assurance policies.

Registers will be taken daily, and attendance records maintained using the secure central administration system.

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. 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 Managing Director is the named Safeguarding Lead and is trained to an appropriate level. He is supported by the Compliance Manager and Director of Studies who are also trained to an appropriate level.

Participants receive an Information Pack prior to enrolment. In addition, a face-to-face meeting with the Managing Director in the participants' home country takes place to support the pre-enrolment process.

The participant induction is a comprehensive standardised programme that provides introductory information about all the facilities and services provided for each programme. The induction also outlines the role of the staff and the available pastoral support.

An emergency contact number is provided to participants and appropriate use of this number is explained. The Managing Director will be present throughout the duration of any summer camp during training sessions and at the accommodation.

The Provider has clear and documented policies in place to avoid discrimination, to deal with abusive behaviour and to outline the behavioural expectations of the participants whilst studying with the Provider. These are clearly accessible in the Student Handbook and associated quality assurance policies.

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

supported by a suitable policy. The policy has been reviewed this year and will continue to be reviewed annually. The policy is inclusive of detailed risk assessments for all venues visited and resources accessed. The Health and Safety policy clearly outlines the staff responsible for ensuring the safety of participants.

There is a separate Preventing Radicalisation statement to inform staff and participants how to report concerns regarding radicalisation and extremism.

18. International participants are provided with specific advice and assistance

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|------|---|---|-----------------------------|
| 18.1 | International participants receive appropriate advice before their arrival on travelling to and staying in the UK. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| 18.2 | International participants receive an appropriate induction upon arrival covering issues specific to the local area. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| 18.3 | Information and advice specific to international participants continues to be available throughout the course of study. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| 18.4 | Provision of support takes into account cultural and religious considerations. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |

This standard is judged to be:

Met Partially Met Not Met NA

Comments

General information is provided for potential international participants on the website. Participants can also contact the Provider with any queries prior to or during the application process and specific and detailed information is provided dependent on the nature of the query. Once enrolled, participants receive detailed information packs that include all required information, including about the local area and relating to their accommodation as well as the premises they will attend for their chosen programme.

On arrival, participants receive an introduction to the local area and premises where they will board and study. This is followed by a personal meeting with the Managing Director and the Director of Studies. This ensures that all personal requirements including any cultural, religious and language needs are effectively considered and supported. This support continues to be available for the duration of their boarding and studies at the summer camp.

Cultural and religious considerations are not currently requested on the Providers application form, which would further support staff in their preparation for the programme delivery and running the social programmes.

Participants also have access to a Careers Adviser who can support participants and programme graduates finding employment in the creative industries or other related fields of work.

19. The fair treatment of participants is ensured

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|------|---|---|-----------------------------|
| 19.1 | Participants apply for and are enrolled on courses under fair and transparent contractual terms and conditions. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| 19.2 | Participants have access to a fair complaints procedure of which they are informed in writing at the start of the course. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |

This standard is judged to be:

Met Partially Met Not Met

Comments

There is a fair and transparent enrolment procedure for the summer camp and the learning programmes. Participants are provided with clear contractual terms and conditions that are signed and dated.

Participants have access to a fair complaints procedure of which they are informed of at the induction. This also forms part of the Provider's policies and is published in the Student Handbook.

20. Where residential accommodation is offered, it is fit for purpose, well maintained and appropriately supervised

20.1	Any residential accommodation is clean, safe and of a standard which is adequate to the needs of participants.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
20.2	Any residential accommodation is open to inspection by the appropriate authorities, including Ofsted where participants under 18 are accommodated.	<input type="checkbox"/> Yes	<input type="checkbox"/> No <input type="checkbox"/> NA
20.3	Clear rules and fire, health and safety procedures are in place, with appropriate precautions taken for security of participants and their property.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
20.4	A level of supervision is provided appropriate to the needs of participants.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
20.5	Separate accommodation blocks are provided for participants under 18.	<input type="checkbox"/> Yes	<input type="checkbox"/> No <input type="checkbox"/> NA

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

Comments

21. Where home-stay accommodation is organised, the welfare of participants is ensured and the provider's relationship with hosts is properly managed

21.1	Due care is taken in selecting home-stay accommodation which both provides a safe and comfortable living environment for participants and is appropriately located for travel to the provider and back.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
21.2	Any home-stay accommodation is inspected before participants are placed and is subject to regular re-inspection by a responsible representative or agent of the provider.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
21.3	The provider has appropriate contracts in place with any hosts, clearly setting out the rules, terms and conditions of the provision.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
21.4	Appropriate advice and support is given to both hosts and participants before and during the placement.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
21.5	Clear monitoring procedures are in place with opportunities for participant feedback and prompt action taken in the event of problems.	<input type="checkbox"/> Yes	<input type="checkbox"/> No

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

Comments

22. The provider provides an appropriate social programme for participants and information on leisure activities in the area

22.1	Participants are provided with appropriate information on opportunities for participation at events and other leisure activities which may be of interest.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
22.2	The social programme is responsive to the needs and wishes of participants.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No <input type="checkbox"/> NA
22.3	Any activities within the social programme have been chosen with consideration for their affordability by the majority of participants.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No <input type="checkbox"/> NA
22.4	Any activities organised by the provider are supervised by a responsible representative with suitable qualifications and experience.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No <input type="checkbox"/> NA

This standard is judged to be:

Met Partially Met Not Met NA

Comments

The Provider has designed a detailed and appropriate social programme based on current market research. Research is focused on what participants look for as an international student studying in the UK as well as their age and their cultural and religious needs.

The social programme is available for review by participants prior to enrolment and they have the opportunity to feed back to the Provider and make reasonable amendments. No additional costs are incurred as a result of participation in the social programme.

Risk assessments have been completed for all social activities to ensure participants' safety. These will be reviewed for effectiveness once the social activities have been undertaken.

All social activities are supervised by the Managing Director and a member of the Senior Leadership Team.

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 Provider has secure tenure agreements for its premises. Hard copy contracts and agreements are securely stored.

The lease and partnership agreements for the external premises that will be used for boarding participants and for the programme delivery are clearly documented and up-to-date.

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 head office premises provide a safe, secure and clean environment for staff. The head office is not used by participants.

There is appropriate secure access through the main building reception area on the ground floor. The Provider's offices are located on the ground floor of the building.

General guidance on health and safety is provided to staff and to visitors on arrival. All visitors are presented with this information, requested to sign in and issued with a visitor badge.

There are clear notices regarding fire and other health and safety procedures throughout the building and on every floor.

The facilities are spacious, effectively maintained and clean. They provide very good circulation space for the number of staff accommodated and to receive visitors.

There are appropriately allocated toilet facilities throughout the premises that are clean and maintained daily.

There is adequate heating and ventilation in all rooms.

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/or 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

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

The venues used to deliver the specialist programmes and the English programme will be inspected at the Stage 3 Inspection.

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

26.6 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

Staff have access to effective additional facilities at the head office, including communal break areas and private meeting rooms.

Staff can keep personal belongings with them in lockable offices and there is access to secure storage should this be needed. All offices are secure and lockable.

There are a number of additional rooms at the head office that can be booked and used for staff meetings, as required. These range from large boardrooms to smaller meeting rooms.

Administrative offices are of a good size for the allocated number of administrators and other staff.

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 managers promote a creative, positive and inclusive learning environment for potential participants.

The provision is effectively supported by a number of detailed quality assurance processes and policies.

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

PARTICIPANT WELFARE

Provider's Strengths

Participants' safety and well-being are at the forefront of the Provider's aims and vision for the summer camps and associated programmes. This is further supported by preparation for life and work upon completion of the learning experience.

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

PREMISES AND FACILITIES

Provider's Strengths

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

RECOMMENDED AREAS FOR IMPROVEMENT

To be reviewed at the next inspection

The Provider should consider updating the website to fully reflect the current and detailed printed promotional material.

It is recommended that entry requirements are included in the Provider's application form. It would also be useful to include these on any other printed or online promotional material.

It is recommended that cultural and religious information is requested as part of the Provider's application form to aid educational and social programme planning.

COMPLIANCE WITH STATUTORY REQUIREMENTS

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