

BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

Short Course Provider (SCP) Candidacy / Stage 2 Inspection

NAME OF PROVIDER: Bayswater College Limited

ADDRESS: 167 Queensway
London
W2 4SB

HEAD OF PROVIDER: Mr Stephan Roussounis

DATE OF INSPECTION: 10 December 2018

ACCREDITATION STATUS AT INSPECTION: Unaccredited

DECISION ON ACCREDITATION:

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

DATE: 1 March 2019

1. Background to the institution

Bayswater College (the Provider) is a private limited company and is wholly owned by Bayswater Education. Its premises are situated in the centre of London. Bayswater Education was established in January 2018 and, at the same time, it acquired LSC Stanton, which offered English Language courses to international participants. LSC Stanton will formally change its name to Bayswater College from 1 January 2019.

The Board of Bayswater Education comprises four directors, one of whom is the Managing Director (MD) of Bayswater College. There is also a Trustee Board which will have oversight of the Charitable Trust, which Bayswater Education is in the process of establishing. The Trustee Board is in the process of creating a senior management structure for the Provider which will comprise the MD and one other director, both of whom will work full time in Bayswater College, an Academic Director, to be appointed shortly, a Centre Manager and a Commercial Manager. Bayswater College's mission is to educate and inspire the next generation.

In addition to its English Language courses, Bayswater College aims to broaden its portfolio to offer a wider range of programmes in 2019. The first course, to be launched in Spring 2019, is the Professional Diploma in Digital Marketing course. There is an agreement between Bayswater College and the Digital Marketing Institute, whereby the former is licensed to run the course. British Accreditation Council (BAC) accreditation is being sought for the Digital Marketing department only and does not include the English language department.

There will be a clear separation for the Digital Marketing department in relation to training and delivery although the administration and admissions functions will be undertaken by the current team until applicant numbers increase and the course is fully established.

2. Brief description of the current provision

The Digital Marketing course will be introduced in early 2019. The number of participants for the first course is estimated to be less than 20. The four-week programme aims to attract marketing professionals over 18 years of age. Trainers are in the process of being sourced.

The course is delivered in face-to-face mode over four weeks. It will follow the published Diploma syllabus which comprises ten modules, which include Foundations of Digital Marketing, Website Optimisation, Social Media and Content Marketing, Analytics and Digital Strategy, amongst others. Delivery will include lectures, guest speakers, workshops and group work. Visits to local companies will also be arranged.

Participants will receive a certificate of completion following an end of course assessment and a one-year membership of the Institute. The assessment will be taken off-site at a Pearson VUE online assessment centre, of which there are 5,200 in 180 countries. Participants have the option to take the assessment, which is of 180 minutes duration, within one year in a country of their choice. Repeat assessments are permitted.

3. Inspection process

The inspection was completed in one day by one inspector. Meetings were held with the Managing Director and one full-time director, the Principal, the Course Manager for the new Digital Marketing course and the Welfare Officer. The Digital Marketing course has not yet started, and thus no observations of teaching were possible. However, documentation has been prepared by the Course Manager for the establishment of the course. A tour of the premises was also completed as far as possible, given that two of the four floors are currently under reconstruction. A range of documentation was readily available and scrutinised at the time of the inspection and more was provided as requested. All members of the senior management and administrative teams were extremely co-operative during 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

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

Bayswater College is in a period of transition, with new contracts and role descriptions being issued to all administrative and management staff. A revised organisational structure had been developed, the full impact of which will be assessed at the Stage 3 inspection. Additional staff have been appointed, one of whom is the Course Manager, Digital Marketing. The revised structures for the management and administrative teams will be implemented before 2019, with all staff being issued with new contracts and role descriptions.

The two directors have a clear view of the direction of the business and explained how information is cascaded to the senior management team and administrators of Bayswater College. The directors had held an away day in September 2018 to explain the forthcoming structural changes to all staff as part of the information-sharing process. This was followed up by one-to-one meetings on two occasions with each employee. The directors work in the same office as the administrative staff and communication flows of an informal nature are, therefore, facilitated.

The accountabilities and line management functions of staff align with the proposed restructuring of the teams. Responsibilities for the Digital Marketing course will be part of the remit of the Academic Director. Bayswater College's detailed business plan, covering the future direction of the business, covers the different facets of the business from funding to marketing, resourcing and future ideas for course development.

The Principal conducts management meetings with administrators on a weekly basis, plus one-to-one meetings with the Welfare Officer and the Lead Trainer. From the minutes of these meetings, action plans are created and worked on to improve procedures or delivery. Progress is reviewed each week and the plans provide the foundation for longer-term quality improvement.

The Managing Director and the other full-time director are both suitably qualified and experienced for their leadership roles, having worked in private-sector education internationally, and having founded several businesses. They understand their specific responsibilities. However, the directors' role descriptions lack detail and need to be clear on their level of authority and accountabilities. This would be consistent with the practices used for all other staff and would clarify the nature of their leadership role.

2. The administration of the provider is effective

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| 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

Six full-time and four part-time administrative staff are currently employed. This number is sufficient to support the new Digital Marketing course. An additional administrator was appointed recently to support the team. The administrators are experienced in their roles, the majority having been with Bayswater College for several years. Roles and responsibilities are clear between management and administrative staff.

Policies are well documented and suitable. They were revised in 2018 and are comprehensive, clear and thorough, covering a range of areas, for example, behaviour, equality, complaints and attendance. Staff are updated on changes to policies and procedures, particularly those relating to participant welfare and strategies to mitigate against extremism and radicalisation.

Data collection, collation and analysis are well managed. Bayswater College operates an electronic data management system which captures the majority of participant data, with the exception of attendance records. Such paper records are scanned into the system to enable integration with the electronic data collected. The next upgrade of the electronic system, which is pending, should ensure that all key participant data is collected and input online, including attendance records. Trainers will have access to input relevant data within the new system. At present, access is available to the administrators.

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.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
3.2	Experience and qualifications claimed are verified before employment.	<input type="checkbox"/> Yes	<input checked="" 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

There is a written policy for the recruitment and induction of all new staff which is satisfactory in terms of the steps taken.

Most of the administrative staff have been employed by Bayswater College for more than 15 years and the experience and qualifications held by existing staff were verified before employment.

3.2 Not all existing staff records contain confirmation of the qualifications held. In recent recruitment, a formal process has not been undertaken as the capabilities and prior experience of newly recruited staff were known to the directors, as they had worked with them previously. A consistent approach would ensure that staff records are comprehensively maintained and provide the foundation for a rigorous process.

Appropriate appraisals have been carried out annually by line managers and are due to move to a twice-yearly review from 2019. In addition, staff surveys are undertaken annually to gauge collective and individual views on role satisfaction and the direction of the business. Appraisals and performance review are not consistent across the whole organisation, as the directors are not appraised.

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

Bayswater College's building is being renovated and accordingly few images of the premises are provided currently.

The information on the Digital Marketing course is provided by the Digital Marketing Institute and comprises general information and syllabuses within a downloadable brochure. Information on course modules and content, course duration and the Provider's premises is provided to participants and is comprehensive.

Quotations from the Digital Marketing Institute's alumni have been integrated within Bayswater College's brochure and website information. As the course has not yet run, testimonials from Digital Marketing alumni could be misleading to prospective participants.

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

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

Clear procedures are in place as an operating framework for assessing participant suitability for programmes based on English language proficiency.

There are no prior formal qualification or experiential requirements stated for the Digital Marketing course, except for recommending attainment of the equivalent of Upper Intermediate level in English. Prior to registration for the Digital Marketing course, participants will be required to complete an online language proficiency test to enable the Provider to assess their level of English Language competence. This is followed up by an online interview, conducted by a trainer, which tests oral proficiency and the reasons for enrolling. This information is not clearly stated on the website and in publicity material to manage effectively prospective participants' expectations.

Participants apply for courses by means of a registration form, from which they will access Terms and Conditions.

Agents are appointed in several overseas countries and have been informed about the Provider's registration procedures and the entry requirements for the Digital Marketing course.

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 an appropriate, clear and published policy on participant attendance and punctuality. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
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This standard is judged to be: Met Partially Met Not Met

Comments

There is a rigorous Attendance Policy with appropriate follow-up and escalation procedures which is appropriate for the Digital Marketing course. Participant terms and conditions clearly state the requirements for attendance and punctuality and the penalties associated with a failure to attend classes.

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.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> NA
17.2	Participants receive appropriate advice before the start of the programme.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
17.3	Participants receive an appropriate induction and relevant information at the start of the programme.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
17.4	Participants are issued with a contact number for out-of-hours and emergency support.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> NA
17.5	The provider has policies in place to avoid discrimination and a published procedure for dealing with any abusive behaviour.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
17.6	Effective safeguarding arrangements are in place and are regularly reviewed to keep all participants safe.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input checked="" type="checkbox"/> NA
17.7	Effective arrangements are in place to protect participants from the risks associated with radicalisation and extremism.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	

This standard is judged to be:

Met Partially Met Not Met

Comments

The Welfare Officer is responsible for participant wellbeing and there is evidence of ongoing training for this role. Training takes the form of continuous personal updating and relevant briefings provided by statutory bodies.

Prior to attending Bayswater College, participants receive a handbook, which contains contact numbers, including an emergency/out-of-hours telephone number.

Policies which affect participants' welfare, conduct and behaviour form part of a participant's induction. They are referenced in participants' and staff handbooks with procedural information provided for staff, sub-contractors and for those involved in managing participants' accommodation. Changes to policies are communicated to staff and inductions for new staff include these policies.

Induction meetings will be scheduled on the first Monday of their arrival for newly enrolled participants on the Digital Marketing course.

The arrangements for recognising the signs relating to radicalisation and extremism are clearly described and documented, with the steps to be taken as required. A risk assessment and action plan for mitigation against extremism and radicalisation was provided to the inspector and this will be applied to the Digital Marketing course. There is a requirement for all staff to attend training and updating sessions with the Welfare Officer.

18. International participants are provided with specific advice and assistance

18.1	International participants receive appropriate advice before their arrival on travelling to and staying in the UK.	<input checked="" type="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. Yes No
- 18.4 Provision of support takes into account cultural and religious considerations. Yes No

This standard is judged to be:

Met Partially Met Not Met NA

Comments

Advice provided to international participants before their arrival, including travel arrangements, is included in the participants' handbook. It covers areas such as welfare, Bayswater College's premises, terms and conditions and extracts of policies. This guidance and advice will be provided to Digital Marketing participants, as the marketing of the course will be outside the UK initially.

There is particular emphasis on continuing pastoral support. Staff support participants with information that is required, such as finding places of worship, cultural and other venues of interest. Local facilities, such as libraries, are described in the information received by participants. Several Bayswater staff are able to communicate in a wide variety of languages and this point is noted in the information given to participants.

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 terms and conditions applying to Bayswater College's courses and other services, such as procuring living accommodation, are very clearly stated on the registration form. These are relevant to the nature of the accommodation types that are available and the services and costs that participants can expect.

There is an acceptable complaints procedure in operation. Participants who are dissatisfied are required to complete a Complaints Form which will be reviewed by a member of staff, generally the Principal, who will investigate the matter. It is stated that complaints will be resolved within 24 hours. The form is a first stage within the process and provides a way forward for participants to raise matters of concern. For Digital Marketing participants, the member of staff investigating will be different.

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

A judgment on accommodation arrangements will be made during the Stage 3 inspection.

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

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| 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

A judgment on the home-stay arrangements will be made during the Stage 3 inspection.

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

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

There is a programme of activities which is posted on notice boards and which covers a range of cultural and social events, including visits to places of historical interest and social evenings at local venues. Participants' wishes are responded to in relation to suitability and costs. There are very strict guidelines for staff accompanying participants. Reports and incident sheets are completed for each visit.

The same and some different social opportunities will be available to Digital Marketing participants. It was noted that visits to local companies specialising in Digital Marketing will be arranged as part of the course.

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

Bayswater College is mid-way through a ten-year lease. The directors are in the process of renewing the lease for a further ten years from 2023, given their commitment to re-developing the premises.

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

Bayswater College's premises comprise four floors. The third and fourth floors were being renovated at the time of the inspection, with further work being scheduled to renovate the first and second floors during December 2018 and January 2019. The first floor is reached via the front door and a staircase. Given the scale of current and imminent refurbishing, the full benefits of the premises for participants and staff could not be judged. Those areas which could be inspected were satisfactory.

At the time of the inspection, security cameras were not functioning at the entry to the premises, although the inspector was informed that this was due to a temporary electrical fault which had been caused by the building works.

Participants and staff are not allowed to access the third and fourth floors while building is in progress.

General guidance on health and safety is available at the reception desk and in common areas on the first floor.

There is adequate room for visitors, participants and staff on the first floor. This space will be more extensive when renovation is complete and the reception area is repositioned.

Toilet facilities are available on each floor. At present, breaks in teaching are staggered to ensure that participants can use them easily. These facilities are in the process of being updated. The full range of these facilities could not be inspected due to building and renovation works, although it is expected that planning for larger numbers of participants and staff has been taken into account.

Heating is provided in classrooms and meeting rooms by mounted wall heaters which double as air conditioners. They are functional and meet their purpose.

25. Training rooms and other learning areas are appropriate for the courses offered

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| 25.1 | Training rooms and other learning areas provide adequate accommodation in size and number for the classes allocated to them. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> 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. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| 25.3 | There are facilities suitable for conducting the assessments required on each course. | <input type="checkbox"/> Yes | <input type="checkbox"/> No <input checked="" type="checkbox"/> NA |

This standard is judged to be:

- Met Partially Met Not Met

Comments

There are 17 classrooms of various sizes, the largest of which hold 20 participants. The classrooms on the third and fourth floors were under construction at the time of the inspection. Those on the lower floors await renovation. New television monitors are planned for siting in larger classrooms. There are also smaller rooms for group work. Specialised training rooms were not in evidence.

The Digital Marketing course will be assessed externally, via an online examination, at external examination centres.

26. There are appropriate additional facilities for participants and staff

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|------|---|---|-----------------------------|-----------------------------|
| 26.1 | Participants have access to sufficient space and suitable facilities for private study, including library and IT resources. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> NA |
| 26.2 | Trainers have access to sufficient personal space for preparing lessons, marking work and relaxation. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> NA |
| 26.3 | Participants and staff have access to space and facilities suitable for relaxation and the consumption of food and drink where appropriate. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> NA |
| 26.4 | Participants and staff have access to storage for personal possessions where appropriate. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> NA |

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|------|---|---|
| 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. | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| 26.6 | Administrative offices are adequate in size and resources for the effective administration of the provider. | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |

This standard is judged to be:

Met Partially Met Not Met

Comments

Given the renovation work in progress, there was, understandably, less available space. On the first floor there is a very small library and participants are encouraged to use local libraries. Four personal computers are available in the common area on the first floor for visitors' and participants' use. However, participants use their own equipment. Trainers have a dedicated room with resources and storage space. This is also due to be renovated.

Participants do not have access to storage or catering facilities at present, although facilities will be provided once a basic kitchen is constructed as part of the renovation process. Staff have access to limited catering facilities, although these will also be improved once the premises are refurbished. The immediate area of Bayswater has many food outlets and supermarkets.

There are individual rooms in which trainers and management can hold private meetings. Larger staff meetings would be held in a classroom.

The main administrative office is of a good size with appropriate information technology and other facilities.

COMPLIANCE WITH STATUTORY REQUIREMENTS

Declaration of compliance has been signed and dated

Yes No

PART C - SUMMARY OF STRENGTHS AND ACTION POINTS

MANAGEMENT, STAFFING AND ADMINISTRATION

Provider's Strengths

The directors have the commitment and experience to drive changes to secure a strong management and administrative structure. This has resulted in their vision to expand the portfolio of courses as contained in the five-year plan.

The newly defined academic and management structures will ensure that line managers have clear reporting procedures and accountabilities.

Investment has been made in upskilling the enrolments process and agent liaison.

Actions Required	Priority H/M/L
3.2 Policy and processes for staff recruitment, verification of qualifications and experience must be put into practice for all appointments for the Digital Marketing course.	<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low

PARTICIPANT WELFARE

Provider's Strengths

The Welfare Officer is available to participants at all times and support, in the event of emergencies, is excellent

The Welfare Officer ensures that staff are updated on policy changes and provides induction for new staff and trainers.

Bayswater College's range of policies and procedures, which ensure the wellbeing of participants on its current courses, is comprehensive.

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

Significant investment has been made in updating the leased premises and securing an extension to the existing lease.

The refurbishment of the building will provide improved conditions for participants and staff, with additional facilities to support learning, as well as providing catering facilities and breakout areas.

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

Bayswater College is recommended to address the detail within the two directors' role descriptions. They should be clear on their level of authority, accountabilities and the breadth of their remit, consistent with practices at senior management, academic and administrative levels.

The staff database should capture comprehensive records for all new appointees and hold full employment records for all staff.

The appraisal processes for all staff should be extended to the directors for consistency.

Testimonials from Digital Marketing alumni on Bayswater College's website and within its marketing materials should be re-positioned or supported by explanation, so as not to be misleading to applicants.

It is recommended, for the Digital Marketing course, that Bayswater College's entry requirements should be clearly stated on its website and in publicity material to ensure that participants' expectations are met.

It is recommended that Bayswater College's risk assessment to mitigate against extremism and radicalisation should be reviewed, in relation to the Digital Marketing course, to ensure it is appropriate to the target audience.

It is recommended that the front door cameras are fully functioning, at all times and, in the event of breakdown, an alternative, temporary solution is found.

COMPLIANCE WITH STATUTORY REQUIREMENTS

Bayswater College states that it is compliant with General Data Protection Regulations (GDPR) and participants are made aware of how their data will be used. However, Bayswater College's Privacy Policy indicates that it will not be held responsible for unauthorised access to participants' data. As GDPR requires that stakeholders must be notified of any violation of their data and that violations must be fully investigated, stakeholders will expect assurance that Bayswater College is compliant in this regard. The relevant clause within the Privacy Policy should be amended.