BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

Short Course Provider (SCP) Re-accreditation Inspection

NAME OF PROVIDER: Europrotocol

ADDRESS: 20-22 Wenlock Road
London
N1 7GU

HEAD OF INSTITUTION: Ms Dusha Vidanovich

DATE OF INSPECTION: 23 October, 27 November & 11 December 2018

ACCREDITATION STATUS AT INSPECTION: Accredited

DECISION ON ACCREDITATION:

☒ Re-accreditation awarded for the full four-year period

☐ Probation accreditation

☐ Decision on accreditation deferred

☐ Award of accreditation to be withdrawn

 DATE: 1 March 2019

PART A – INTRODUCTION

1. Background to the institution

Europrotocol (the Provider) is a provider of open and customised short courses for international businesses and governmental organisations. It was founded in 1999 and was registered in Slovenia. In 2004, the company moved to London and in 2012 it was registered as a private limited company in the United Kingdom (UK), with a single shareholder. A second minority shareholder, who is also a Director, joined the company in May 2015.

On a day-to-day basis, all aspects of Europrotocol's operations are managed by its main Director and majority shareholder. The main Director is supported by a part-time Programme Assistant and part-time administrative assistants, who also assist at the venues for the open courses.

Europrotocol aims to deliver specialised training courses intended for governmental officials, diplomats, national and international civil servants, the staff of international organisations, business managers and administrative assistants in order to empower them and develop their professional skills to successfully advance in the modern multinational society of today.

The London administrative office is located in a rented managed office facility in central London, where the Provider has access to a mail management service, Information Technology (IT) support as well as office and meeting room space. The administration of the courses is carried out from London and the open public courses are run in good quality hotels in London and Brussels. BAC accredits the face-to-face training provision, which is offered in the UK and Brussels.

2. Brief description of the current provision

Europrotocol delivers face-to-face training in a range of areas relating to protocol and etiquette. These include diplomatic protocol, international business protocol, professional etiquette, social etiquette, cross-cultural communication and public speaking. It offers its training courses both as open public events, which last from two to five days, and customised in-house training courses delivered in the clients' premises. One-to-one training sessions are also offered. The training may also include accompanied visits to organisations such as the Foreign Office and the European Council.

Europrotocol also offers a one-week programme called Train the Trainer. This is targeted at training professionals who have set up their own protocol training business and the staff of companies who run in-house protocol training.

The training is carried out by the main Director, together with freelance trainers who are contracted for a single event or for a series of specific dates, as well as guest speakers.

At the time of this inspection, there was a total of 31 participants enrolled on programmes. They came from a wide variety of organisations, including national embassies and international organisations. The majority of participants were female. They came from a wide range of different countries including Belgium, Germany, the Netherlands, Italy, Finland, Spain, the Dominican Republic, Malaysia, Armenia, Lebanon, Saudi Arabia, Pakistan, Iraq and the United States of America. They were all over the age of 18.

The open public courses have set start dates. There are no specific entry requirements. Participants are generally high-level employees in national and international governmental bodies and, therefore, have a good knowledge of the subject area and speak good English. However, a pre-course assessment of suitability is carried out if required. Participants are recommended to undertake the first level of the International Business and Diplomatic Protocol course before proceeding to the advanced course. The courses are also open to students, who are studying subjects relating to international protocol and etiquette.

3. Inspection process

> The inspection was carried out over two and a half days by one inspector. Meetings took place with the main Director, who is also the main trainer, a part-time administrative assistant, the Director of the company which provides administrative support to the Provider at the event venue in Brussels, an event coordinator, a freelance trainer and the participants. Two training courses taking place in London and Brussels were observed and various documentation was reviewed. In addition, inspections of the facilities at the administrative premises and the two hotels where the courses were running were carried out. The Provider made all the requested documentation readily available.

4. Inspection History

Inspection Type	Date
Full Accreditation	19, 28 May & 24 June 2014
Interim	2 December 2015
Spot Check	6 October 2017

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.	☒ Yes	☐ No
1.2	The head of the provider and other senior managers are suitably qualified and experienced, understand their specific responsibilities and are effective in carrying them out.	☒ Yes	☐ No
1.3	There are clear channels of communication between the management and staff and those working at the delivery venue/s.	☒ Yes	☐ No

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

Comments

There is a simple and clear management structure, with the overall responsibility for the Provider's operations lying with the main Director. There is a Board of Directors, which receives an annual activities report from the Director and considers the company's annual accounts to ensure its on-going financial stability.

The Director is highly qualified and experienced in the field of international business and diplomatic protocol. She is very well organised and has a very clear vision and appropriate plans in place for the future development of the company. She is passionate about ensuring the high quality of both the provision and the participants' experience whilst attending a course. As a result, the Provider is very well managed.

Effective channels of communication are used to ensure that the support staff and staff at the delivery venues are aware of what is required. The support staff noted that the communication from the Director was good and efficient. Inspection findings confirm this view.

2.	**The administration of the provider is effective**		
2.1	Administrators are suitably qualified or experienced and understand their specific responsibilities and duties.	☒ Yes	☐ No
2.2	The size of the administrative team is sufficient to ensure the effective day-to-day running of the provider.	☒ Yes	☐ No
2.3	The administrative support available to the management is clearly defined, documented and understood.	☒ Yes	☐ No
2.4	Policies, procedures and systems are well documented and effectively disseminated across the provider.	☒ Yes	☐ No
2.5	Data collection and collation systems are effective.	☒ Yes	☐ No

This standard is judged to be: ☒ Met   ☐ Partially Met   ☐ Not Met
Comments

The Director carries out the vast majority of the administrative functions prior to a course taking place extremely effectively. She contracts suitable and experienced additional administrative support, particularly during the delivery of the courses. These additional staff are very well briefed so that they fully understand what is required of them. The Director has considerable experience in this regard and a clear focus on the satisfaction of her clients both during the registration process as well as during and after the course delivery. As a result, the administrative support is sufficient to ensure the very effective running of the Provider and the participants are highly satisfied with their whole experience, including the effectiveness of the administration support.

There are very clear and appropriate written procedures and systems to support the effective administration of the Provider and these are very clearly communicated to the administrative support staff. They are also made very clear to the participants by means of very detailed and clear terms and conditions which are accessible from the website.

Data collection and collation systems, including the recording of the participants' personal details, are effective and well maintained and suitable for the current size of the Provider.

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

There are no full-time formally employed staff other than two members of the main Director's family. Other support staff are engaged on a part-time contractual and/or self-employed basis. The vast majority are engaged through an agency, for a specific training event or set of administrative activities. If the appointment is through an agency, the agency carries out the appropriate employment checks.

The Director is very clear about her requirements for the support staff. There are no formal qualification requirements. Attitude and experience are rigorously verified through an interview and discussion of the applicant's curriculum vitae (CV). As a result, the staff who work for the Provider are effective in carrying out their roles and support the Director very well.

The performance of the support staff is monitored appropriately through regular checks of performance, observations and participants' feedback. Performance feedback is provided along with coaching and additional support to the staff as required and to ensure the participants' satisfaction.

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 courses are publicised through the website and various social media platforms. There is no printed promotional material. The information provided on the website and social media is accurate, up-to-date and comprehensive. The website is also easy to navigate so that the relevant information is appropriately accessible.

The information about the courses on the website, which includes details of the content and who will benefit from attending, is appropriate and clear.

As a result, the participants confirmed that they found the website to be accurate and useful in helping them to decide whether to book on a course.

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

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

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

Comments

Although there are no formal entry requirements, participants are expected to be high-level employees in national and international governmental bodies. It is made clear, in the course information, who will benefit from attending the courses and that they are delivered in the English language. It is also made clear that participants must be able to speak good conversational English so that they can fully engage with the other participants in English.

Prospective participants complete an appropriate application form and submit it through the website. If there are any concerns about suitability, following the application, an appropriate pre-course assessment ensures that participants' expectations can be met and that they will fully benefit from attending the course. Trainers confirmed that the participants on the courses were of a high calibre with appropriate professional backgrounds and excellent English language skills.

Participants have access to detailed information throughout the registration process so that they are fully informed about the nature and requirements of the programme. They are able to raise any queries, which are answered promptly and appropriately. The participants confirmed this to be the case.

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
6.2	Accurate and secure records of attendance and punctuality at each session are kept for all participants, collated centrally and reviewed.	☒ Yes ☐ No ☐ NA
6.3	Participant absences are followed up promptly and appropriate action taken.	☒ Yes ☐ No ☐ NA

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

Comments

It is made clear, in the terms and conditions that participants receive prior to the start of the course, that full attendance and prompt arrival are expected. Participants are advised that they may be asked to leave the course if they are unable to fully participate and contribute to the learning on the course. In addition, they will not receive the certificate of attendance if they do not have full attendance.

Participants sign a register at the start of the course and the registers are scanned and maintained by the Provider electronically. If a participant does not arrive on time without any warning, contact will be made to ascertain the reason and appropriate action is taken as a result.

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 ☐ NA

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

Comments

There are effective mechanisms in place to obtain feedback from the participants and from participants' employers, where appropriate. An appropriate online survey is used at the end of the course for participants to provide their feedback. The survey includes a range of questions, including about the suitability of the course and its content, the quality of the trainers as well as the organisation of the course. There is also space to include qualitative comments.

The participants confirmed that they would also feel comfortable raising any queries during the course and were confident that appropriate changes would be made.

The results of the feedback are analysed and bar charts are used so that it is easy to see how the course has performed against the various criteria and what changes or improvements need to be made. The feedback is reviewed and appropriate action is taken. One example of a change that was made in response to participants' feedback was the addition of an advanced course when the feedback suggested that the existing course was too short.

Where participants from the same organisation attend an open public course or the Provider runs a customised course for a specific corporate client, the participants' feedback on the course will normally be given, by the participant, directly to the employer rather than the Provider. In these cases, the employer will also be able to provide their own feedback to the Provider regarding any suggestions for change. The Provider will then share the response it makes to those suggestions with the employer, rather than the individual participant. This approach is appropriate for the nature of this short course provision.

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

Participant feedback is the main mechanism for evaluating the Provider's performance. This is effective in raising any issues that need to be rectified.

There is a directors' meeting, which is planned to take place annually. At this meeting, a variety of appropriate activity areas are reported on by the main Director. A summary of her report and any future actions are recorded. This meeting, therefore, provides a good opportunity to reflect on the Provider's annual performance and plan for the future.

Although overall performance is reviewed annually, there is no analysis of the participant feedback or other data on a year-by-year basis so that comparisons can be made and future improvement targets set and the Director's report does not include the analysis of the participant feedback, which is carried out separately.

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	☒ Yes	☐ No	☐ NA
9.2	Classes are timetabled and rooms allocated appropriately for the courses offered.	☒ Yes	☐ No	☐ NA
9.3	The allocation of trainers to classes provides for a consistent learning experience and delivery is monitored to ensure consistency.	☒ Yes	☐ No	☐ NA
9.4	There is an appropriate policy and effective procedures for the acquisition of academic resources.	☒ Yes	☐ No	☐ NA

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

Comments

The main Director is the programme manager and is responsible for designing the objectives and content of the courses and recruiting and briefing any additional trainers or guest speakers. She has excellent experience in this regard and carries out the process very effectively.

The courses are delivered in good quality hotels that are chosen for their facilities. The training rooms are checked in advance to ensure that they are appropriately sized and resourced for the course and the number of participants. The hotel staff are advised clearly about what is required for the participants. The main Director knows the additional trainer very well and monitors their delivery and can, therefore, ensure that they are suitable.

The main Director acquires the necessary learning resources and materials to ensure the effective delivery of the courses.

10.   The courses are planned and delivered in ways that enable participants to succeed

10.1	Courses are designed and delivered in ways that allow participants to develop the knowledge and skills which will be required for final examinations or assessments or which meet stakeholders' requirements.	☒ Yes	☐ No	☐ NA
10.2	Lessons and assessments maintain an appropriate focus on any assessment objectives or statement of learning outcomes established by the awarding body.	☐ Yes	☐ No	☒ NA
10.3	Formative assessments appropriately reflect the nature and standards of summative examinations.	☐ Yes	☐ No	☒ NA
10.4	Participants are encouraged and enabled to develop independent learning skills.	☒ Yes	☐ No	☐ NA

10.5	The academic backgrounds and particular needs of participants are taken into account in the classroom delivery of the course.	☒ Yes ☐ No

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

Comments

The process of designing and developing the course objectives, outline and content is the responsibility of the programme manager. The process also involves any additional trainers, as required, although the main Director controls this process and signs off any additional content. As a result, the courses are very well designed to meet the participants' and, where appropriate, their employers' needs. The participants said that the content of the course was highly relevant to them and were able to provide examples of what they had learnt that would help them in their workplaces.

There are no formal assessments on the course.

The courses involve significant group work and self-directed learning. The participants are expected to take responsibility for their own learning as they normally hold high-level roles in their organisations.

The pre-course questionnaire provides information about the participants' expectations of what they will learn on the course and their particular focus. The results of the questionnaire are shared with the trainers so that they can tailor their delivery accordingly to meet all the participants' needs. This represents very good practice.

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 ☐ NA
11.5	Trainers respond to different learning needs of participants where appropriate, taking various learning styles into account in their planning and delivery of lessons.	☒ Yes ☐ No
11.6	Trainers employ effective strategies to involve all participants in active participation and to check their understanding of concepts and course content.	☒ Yes ☐ No

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

Comments

The trainers and guest speakers are highly qualified, knowledgeable and experienced in their specialised fields relevant to the focus of the Provider's courses. The main Director has very good personal connections and is able to source excellent trainers and speakers to support her courses effectively.

When a new trainer delivers a course, they are well briefed by the main Director and an experienced trainer is present at the course to support the new trainer. The participants confirmed that the trainers used real examples from their personal experience to illustrate the points and that they were learning some very good professional tips. As a result, the courses are very well delivered and facilitated for the benefit of the participants.

The trainers and guest speakers are experts in their fields and are engaged based on their experience. The main Director observes their delivery and provides feedback to them after an observation. A very good observation evaluation template has been developed recently to capture the trainers' strengths and areas to develop from an observation. It covers a good range of criteria and includes specific ways in which the trainer can develop their skills.

The trainers make use of a wide variety of interesting and engaging learning activities to meet different learning styles and preferences. These include individual reflection, well-managed group and project work, role-play and simulation activities. The participants confirmed that they were enjoying their course and the opportunities they had to practice and discuss relevant aspects, such as dining etiquette.

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

The participants and trainers have access to very good resources and learning materials. The rooms in the hotels are very well equipped with the appropriate resources. The participants and trainers use a very colourful and informative workbook. This includes the material used in the course as well as useful reference notes and checklists that the participants can use after the course. They also have a comprehensive reading list and other audio-visual aids such as digital video discs (DVDS). The participants confirmed they appreciated the information provided in the workbook.

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 receive feedback from the trainers throughout the course on an individual and/or group basis. This is in response to the outcomes of individual and group work as well as question and answer sessions in the training room. Consequently, the participants are aware of how they are doing on the course and can ask for additional clarification as required.

The trainers are highly focused on meeting the needs of the participants and make themselves available for questions and to provide clarification at the break times and the end of the day. The main Director also provides e-mail support to participants on specific subject areas, if requested, after the end of the event.

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 (this does not apply to the provision of certificates of attendance only)**

15.1	There is a clear statement of the level claimed relative to the RQF 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.	☐ Yes ☐ No ☐ NA
16.2	For internal assessments and awards, there are effective systems in place for examination security and administration, and clear procedures for participants to appeal against their marks.	☐ Yes ☐ No ☐ NA

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

Comments

INSPECTION AREA - PARTICIPANT WELFARE

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

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

17.6	Effective safeguarding arrangements are in place and are regularly reviewed to keep all participants safe.	☐ Yes ☐ No ☒ NA
17.7	Effective arrangements are in place to protect participants from the risks associated with radicalisation and extremism.	☒ Yes ☐ No

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

Comments

The main Director is responsible for the personal welfare of the participants and has an excellent focus on ensuring their well-being and comfort throughout the course.

The participants receive good information prior to arrival and throughout the course to meet their needs. This information is provided in the comprehensive terms and conditions document, which is available on the website, and the joining instructions which are sent to the participants before the course starts. The participants confirmed that they received good detailed information before the course started, including the location and logistics, so that they knew what to expect. They were able to ask any additional questions if required. The joining instructions also include various means of contacting the Provider in the event of an emergency.

The terms and conditions include a suitable policy on discrimination and unacceptable behaviour including how any such behaviour will be handled. Students confirm acceptance of the terms and conditions as part of the registration procedure. The policy is reinforced in the joining instructions.

Appropriate arrangements are in place to protect participants from the risks associated with radicalisation and extremism. A suitable policy and appropriate staff training and guidance are in place. A robust risk assessment has also been carried out.

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.	☒ Yes ☐ No

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

Comments

The majority of participants are from outside the UK and work for international organisations and are familiar with international travel. Therefore, additional useful information is provided, on a case-by-case basis, to international participants before the start of the course by e-mail. This includes appropriate advice on travel and accommodation which meets the participants' needs.

There is no detailed specific information provided on the website, for example, regarding what it is like to be in London or Brussels, from a cultural point of view, for those who have not visited these cities before.

Great care is taken to recognise and support any specific cultural and religious needs of the 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
19.3	Participants are advised of BAC's own complaints procedure.	☒ Yes ☐ No

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

Comments

Participants are enrolled under fair and transparent terms and conditions including a clear refund policy. The terms and conditions also include a suitably detailed complaints policy, which makes appropriate reference to BAC's complaints policy and is available to access on the website.

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

There is no formal social programme although information on leisure activities is provided on request. Training programmes include visits to relevant organisations, such as government bodies. Lunches and dinners, during the course, are used to practice elements of the course content.

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 academic or non-academic 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 a long-standing written agreement with the owners of the managed offices in London for its administrative premises and signs separate hire agreements with the hotels it uses for running the courses.

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 Provider's administrative office is of a good quality and fit for purpose. There are appropriate sign-in procedures at the reception desk and the standard of maintenance and decoration is good.

The courses are run in high-quality hotels which have very good circulation space and washroom facilities.

Visitors, staff and participants have adequate access to appropriate guidance about health and safety in all locations and it is specifically covered in the course induction for the participants.

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 training courses are run in good quality hotels. The training rooms are spacious and well equipped to ensure the effective delivery of the courses and the comfort of the participants.

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

The hotels, where the training courses are run, provide excellent facilities for the participants and the trainers to meet their needs. Although there is no need for formal private study on the courses, there is good wireless connectivity if the participants want to carry out any private research. There are very good areas, including dedicated areas immediately outside the training room, for participants and trainers to relax and take refreshments. Personal possessions can be stored in the training rooms which are effectively secured during the breaks.

The administrative office space is fit for purpose and has suitable meeting rooms. Meetings with trainers can also be held in the hotels, if required, during the running of a course.

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 head of the Provider is highly knowledgeable, well-organised and focused on meeting the participants' needs, ensuring that the courses are of high quality and meet expectations.
The support staff are well managed and briefed prior to the start of a course so that they provide an excellent level of customer service to the participants.

Actions Required	Priority H/M/L
None	☐ High ☐ Medium ☐ Low

TEACHING, LEARNING AND ASSESSMENT

Provider's Strengths

The courses are well designed and include a range of varied activities that fully engage the participants and meet their needs.
The trainers are very well qualified and experienced and are able effectively to share their considerable practical experience for the benefit of the participants.

Actions Required	Priority H/M/L
None	☐ High ☐ Medium ☐ Low

PARTICIPANT WELFARE

Provider's Strengths

There is a strong focus on the high quality of the participants' experience whilst on the courses to ensure their comfort and well-being throughout.

Actions Required	Priority H/M/L
None	☐ High ☐ Medium ☐ Low

PREMISES AND FACILITIES

Provider's Strengths

The courses are run in high-quality hotels with excellent facilities that provide a very good learning environment.

Actions Required	Priority H/M/L
None	☐ High ☐ Medium ☐ Low

RECOMMENDED AREAS FOR IMPROVEMENT

To be reviewed at the next inspection

The Provider should analyse its performance data, including the participants' feedback, so that year-by-year comparisons can be made and future improvement targets set and include this information in the annual activities report.

The use of the newly created training observation record should be implemented for all training observations going forward in order to provide an audit trail of the quality of the training that is provided and the resulting feedback given to the trainers.

The Provider should consider providing specific information to its international participants on the life and culture in London and Brussels which is accessible prior to arrival.

COMPLIANCE WITH STATUTORY REQUIREMENTS