

BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

END OF SUSPENSION PERIOD REVIEW (Online, Distance & Blended Learning)

PROVIDER: Galaxy Education

ADDRESS: 71-73 Shelton Street
London
WC2H 9JQ

HEAD OF PROVIDER: Mr Balamuthukumar Namasivayam

ACCREDITATION STATUS: Suspended

DATE OF INSPECTION: 7 December 2018

ACCREDITATION COMMITTEE DECISION AND DATE: Continued accreditation 28 March 2019

PART A – INTRODUCTION

1. Background to the provider

Galaxy Education (the Provider) is registered as a private limited company under the name of Galaxy Multimedia UK Limited. At the time of the previous inspection it operated from offices in a modern business centre adjacent to the University of East London's Docklands campus. The Provider also rented and still makes intermittent use of serviced office space in Covent Garden in London, which it uses as its business address. The Docklands premises are no longer part of the Provider's operation but would be available on temporary rental if required. The Provider has no premises in the United Kingdom other than the short term rental office it occasionally makes use of in Covent Garden. No copy of any agreement with the serviced office company was available at the inspection.

The Director divides his time between Spain, Edinburgh, India and London where he has other academic and business interests. A self-employed, part-time Administrative Director was present during the inspection and works from home.

Galaxy Education's aim is to be an online professional education provider, which offers value for money to students and helps them to achieve their dream career.

The Provider has offered a limited programme of online computing and business courses since September 2014. Thirty-nine learners were recruited on four separate courses in 2014. No courses have run in the intervening period.

The Provider has gained approved centre status from Awards for Training and Higher Education (ATHE) and the British Institute of Resource Development (BIRD).

Since the inspection in August 2017, the operations of the Provider have been temporarily put on hold and BAC accreditation has been suspended.

2. Brief description of the current provision

Since the last inspection, there have been no enrolments and, during the current inspection, there were no courses running and no courses due to commence.

The Provider is still proposing to run the same courses as offered originally. These courses include ATHE Diplomas in management at different levels and other courses relating to IT business applications and career guidance. All courses will be delivered online. The United Kingdom Short Term Study Tour course which is offered on the Provider's website but which has never run has now been withdrawn.

All courses being promoted are designed to be run exclusively online with no face-to-face component. Marketing for the Provider's courses has focused on Spain, Dubai, Nepal and India. There have been some enquiries and the Director has visited various organisations in the target countries but, at the time of this inspection, there had been no bookings for courses and no potential students had completed the online application form. The Director, however, is confident that he can reach his target of 100 students to start in March 2019.

3. Inspection process

The inspection was conducted by one inspector for half a day. The inspection was carried out at the business premises in Covent Garden. The process included a meeting with the Director and the Administrative Director. The inspector reviewed the management information and documentation which were available electronically. The website was also examined. During the inspection, there were no courses running and little or no course

related documents or records. A contract or letter of appointment for the self-employed Administrative Director was not available although a job description was provided for the post. The Provider co-operated with the inspector.

4. Inspection History

Inspection Type	Date
Full Accreditation	25-26 March 2015
Interim	30 August 2017

PART B – JUDGMENTS AND EVIDENCE

The following judgments and comments are based upon evidence seen by the inspector during the inspection and from documentation provided by the provider.

1. Significant changes since the last inspection

The Provider no longer makes use of the rental training space in Docklands as all courses offered are now exclusively online. All administration is carried out remotely by the Director and the part-time self-employed Administrative Director. Occasional use is made of a serviced office room in Covent Garden. This is also the registered company address. Therefore, there is no permanent administrative premises.

A Short Term Study Tour course has been withdrawn, other courses are as previously offered.

Since the last inspection, accreditation for the Provider has been suspended and no courses have run.

2. Response to actions points in last report

The Provider must ensure that the website content is amended so that it more accurately reflects the current stage of development of the Provider.

Since the last inspection some appropriate changes have been made to the website. References to a job guarantee have been removed and the organisation no longer claims to be the number one training provider. The Short-Term Study Tour course has been withdrawn. However, the course remains listed on the website.

The Provider must support the development of its trainers' pedagogic skills through the promotion of a basic teaching qualification, to enhance their excellent technical skills and knowledge.

A relevant slideshow presentation has been developed as an initial step in online trainer development in basic pedagogic skills. No trainers have been appointed yet and it is not proposed to employ any of the previously employed trainers. The slideshow covers basic principles and gives tutors advice on techniques. However, further support for trainers is necessary, appropriate to and commensurate with their teaching qualifications, experience and competence.

The Provider must ensure that action plans are implemented and reviewed, with outcomes reported to all senior managers.

This point referred to meetings between trainers and staff to discuss learners' progress and to evaluate feedback. No progress has been made on this point as there are no tutors or learners.

The Provider should appoint one or more external moderators to strengthen assessment practice on internal awards.

The appointment of external moderators will take place when courses are viable. The Director has approached several possible moderators one of whom is based in Australia and has been identified as a strong candidate due to her qualifications and experience.

3. Response to recommended areas for improvement in last report

The Provider should consider appointing an additional director, non-executive director or independent trustee to the board of directors.

The Director has identified the need to generate revenue before the Provider would be in a position to appoint an additional director. With the current lack of activity and no courses running there has been no rational need for another director.

The Provider should ensure that its internship arrangements and offer to participants are formalised by, for example, agreeing a memorandum of understanding with internship providers.

This recommendation is no longer relevant as the system of internships has been withdrawn.

The Provider should consider some amendments to its website so that it more fully represents its aims and mission for example, by the inclusion of staff photograph, and listing the aims and mission on the home page.

Appropriate statements relating to the Provider's aims are evident on the website. Staff photos have not yet been included but will be when trainers are appointed.

The Provider should provide opportunities for its trainers to develop their teaching practice by meeting to share best practice and discuss successful teaching techniques.

The Provider plans to achieve this through its slideshow presentation on teaching techniques and through a learner feedback form it has produced which will form the basis for online platform meetings and discussion.

The online platform has yet to be implemented and details of how meetings will be managed have not been documented.

The Provider should proceed with its plans to meet by use of an online communication platform, with trainers and staff on a monthly basis to discuss learners' progress and evaluate their feedback.

An online communication platform is not yet in place. Learner progress and feedback are to be part of the meetings and discussions which are planned with trainers and staff. Details of how meetings will be managed have not been documented.

PART C – SUMMARY OF FINDINGS**FURTHER WORK TO MEET OUTSTANDING ACTIONS**

The Provider must ensure that the website content is amended so that it reflects the actual courses that are being run.	<input checked="" type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low
The Provider must further support the development of its trainers' pedagogic skills to enhance their excellent technical skills and knowledge.	<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low
The Provider must ensure that appropriate systems are in place to implement and review action plans and report outcomes to any senior managers.	<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low
The Provider must appoint one or more external moderators to strengthen assessment practice on internal awards.	<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low

FURTHER WORK TO MEET OUTSTANDING RECOMMENDED AREAS FOR IMPROVEMENT

The Provider should consider appointing an additional director, non-executive director or independent trustee to the board of directors when appropriate.

The Provider should provide opportunities for its trainers to develop their teaching practice by meeting to share best practice and discuss successful teaching techniques. Details of how this will be managed need to be documented.

The Provider should proceed with its plans to meet with trainers and staff on a monthly basis to discuss learners' progress and evaluate their feedback through the use of an online communication platform. Details of how this will be managed need to be documented.