

BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

Short Course Provider (SCP)

Candidacy / Stage 2 Inspection

NAME OF PROVIDER: TeamCamp Ltd

ADDRESS: 37 Tenterden Road
Croydon
CR0 6NQ

HEAD OF PROVIDER: Mr Ben Holt

DATE OF INSPECTION: 22 February 2019

ACCREDITATION STATUS AT INSPECTION: Unaccredited

DECISION ON ACCREDITATION:

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

DATE: 23 May 2019

PART A – INTRODUCTION

1. Background to the institution

TeamCamp Limited (the Provider) is a privately owned organisation, which offers unaccredited courses in leadership and English. The courses are delivered over the summer period.

The Provider is based in Croydon but runs its training courses at Ampleforth College in North Yorkshire. Ampleforth College is set in a 2,200-acre site and is also home to an active community of Benedictine monks who maintain and run a fully functioning monastery, Ampleforth Abbey, which dates back to the early 1800s.

TeamCamp aims to enable its participants to develop their leadership skills as they learn and improve their use of English.

The Provider is a limited company. It is led by the company founder and Managing Director, who is supported by two senior leaders, who are a Business Development Director and an Operations Director. They are permanent post holders and shareholders in TeamCamp.

The Provider was incorporated in 2012, having run its first camp in 2011. Between 2011 and the present day, TeamCamp ran summer camps for United Kingdom (UK) based participants only, catering for over 3000 participants. These camps were either arranged exclusively by the Provider and open to all participants from any school or run on request from specific schools and only open to the school's own pupils. However, the Provider is now seeking to expand its provision and run summer camps for international participants.

2. Brief description of the current provision

The Provider will run one summer school, at Ampleforth College, in late June and early July 2019. The summer school will be residential, with accommodation and all training and activities being offered at Ampleforth College. The large majority of participants pay fees, but the Provider also supports young people from low income families to take part through its ambassador programme, that offers a small number of free spaces each year.

The summer school comprises a full timetable of adventure activity, team-building and leadership skills alongside both formal and informal English language teaching.

The Provider is seeking to recruit a maximum of 50 participants from a range of countries including Spain, other European countries, Bahrain and China. The current capacity is 60 participants, based on the size of the accommodation available at Ampleforth College.

It is anticipated that participants will be both male and female and between 10 and 16 years of age. They will enrol during the year but will attend the summer school during a two-week period in June and July.

3. Inspection process

The inspection was carried out by one inspector, over one day. The inspection took place at the Provider's business premises in Croydon. The inspection took account of a range of evidence, including interviews with the Managing Director and the Director of Operations as well as the review of documentation, the website and the electronic records. The Provider prepared very well for the inspection and participated fully in the process.

PART B - JUDGMENT AND EVIDENCE

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

INSPECTION AREA - MANAGEMENT, STAFFING AND ADMINISTRATION

1. The provider is effectively managed

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

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

Comments

Well-qualified and suitably experienced managers understand and carry out their duties thoroughly and effectively. They operate within an appropriate management structure.

The job descriptions for the operations and business managers are insufficiently detailed and do not accurately reflect their duties and responsibilities, against which their performance will be assessed and managed.

Although communication takes place through effective channels, the arrangements for communications during the planning and programme delivery cycle are overly informal and will not ensure that all stakeholders are kept routinely and fully updated with essential information.

2. The administration of the provider is effective

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

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

Comments

Staff providing administrative support are very well-organised and maintain good records. They are well-qualified and suitably experienced. The size of the administration team is sufficient to support the current needs of the provider and to ensure that good quality documents are well maintained.

Policies and procedures are well-documented and readily available to stakeholders, including parents and participants. Although data collection systems are effective, they do not capture all the aspects of the participants' experience that could be used to further improve the provision, for example, information on teacher performance.

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

The Provider has adequate policies and procedures relating to the recruitment of its current staff. In particular, the recruitment of summer camp temporary staff is well-organised and effective. However, the current policies may need to be strengthened and formalised as the Provider grows its provision.

3.3 The arrangements for the regular review of the permanent staff's performance are not yet fully implemented and permanent staff do not receive regular appraisals of their performance.

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

- 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

Publicity material, including the website, provides comprehensive and accurate information about the programmes and provides an accurate picture of the experience that the participants will enjoy at the summer camp.

4.2 The Provider recently revised its fee structure for the ambassadors' programme, which aims to enable participants from low-income families to take part in the programmes. This is not yet reflected in the website content.

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

- 5.1 Entry requirements for each course are set at an appropriate level and clearly stated in the course descriptions seen by prospective participants. 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

5.1 The English language entry requirements are not specifically identified in course descriptions in the marketing material nor on the website.

Application processes and all communications with applicants for programmes are carried out to a high standard. As a result, participants, parents and guardians will be well-prepared for the programme and will know what to expect.

5.4 Current overseas recruitment agents have been selected through personal and professional recommendation. However, there are no formal procedures for their on-going monitoring and evaluation.

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

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

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

Comments

The current attendance policy is clear and fit for purpose.

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 staff members responsible for participant welfare are well-trained and highly experienced in performing this function. They take their responsibilities for participants' safety seriously.

Participants will receive very good quality information prior to starting the programme and highly relevant and stimulating induction material once they begin the programme.

Policies and information relating to discrimination and inappropriate behaviour are clear and helpful.

Safeguarding arrangements are extensive and effective. Staff place an extremely high priority on keeping participants safe and regularly review their safeguarding arrangements to ensure participants' safety.

17.7 Current policies provide insufficient information about the specific risks associated with radicalisation and extremism and how to mitigate them.

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.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
18.4	Provision of support takes into account cultural and religious considerations.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

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

Comments

At the time of inspection, there were no applicants from overseas.

However, preparations to receive overseas participants are well underway and the advice and guidance to be provided are robust. For example, information packs prepared for applicants cover all aspects of their care during their stay, including information regarding religious observance.

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.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
19.2	Participants have access to a fair complaints procedure of which they are informed in writing at the start of the course.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

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

Comments

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

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

Comments

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

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

Comments

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

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

Comments

An excellent and thoughtfully designed social programme will be provided for the participants. The social programme has been developed over time with the UK-based participants. It incorporates an overnight stay in London and a visit to a West End show. As a result, previous participants' feedback on the social programme is highly positive.

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.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
23.2	Where required, the provider has access to suitable external premises for training purposes of a temporary or occasional nature.	<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

The Provider has a secure booking for the accommodation and resources at Ampleforth College for the duration of the summer school. These premises will be reviewed at the Stage 3 inspection.

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

It is not possible, at this stage, to form a judgment about the quality of the premises to be used at Ampleforth College, because the facilities will not be hired until the summer. A judgment will be possible at the Stage 3 inspection.

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

It is not possible, at this stage, to form a judgment about the quality of the premises to be used at Ampleforth College, because the facilities will not be hired until the summer. A judgment will be possible at the Stage 3 inspection.

26. There are appropriate additional facilities for participants and staff

- 26.1 Participants have access to sufficient space and suitable facilities for private study, including library and IT resources. Yes No NA
- 26.2 Trainers have access to sufficient personal space for preparing lessons, marking work and relaxation. Yes No NA
- 26.3 Participants and staff have access to space and facilities suitable for relaxation and the consumption of food and drink where appropriate. Yes No NA
- 26.4 Participants and staff have access to storage for personal possessions where appropriate. Yes No NA
- 26.5 There are individual offices or rooms in which trainers and senior management can hold private meetings and a room of sufficient size to hold staff meetings. Yes No

26.6 Administrative offices are adequate in size and resources for the effective administration of the provider. Yes No

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

Comments

It is not possible, at this stage, to form a judgment about the quality of the premises to be used at Ampleforth College, because the facilities will not be hired until the summer. A judgment will be possible at the Stage 3 inspection.

COMPLIANCE WITH STATUTORY REQUIREMENTS

Declaration of compliance has been signed and dated

Yes No

PART C - SUMMARY OF STRENGTHS AND ACTION POINTS

Numbering of action points aligns with that of the minimum standards

MANAGEMENT, STAFFING AND ADMINISTRATION

Provider's Strengths

The Provider has developed a well-designed curriculum model that effectively builds participants' leadership skills.

The experienced and well-qualified leadership team members apply their expertise effectively to ensure that participants will value their experiences at TeamCamp.

Highly interactive teaching and learning strategies are valued by the UK-based participants who provide excellent feedback on their experiences.

Actions Required	Priority H/M/L
3.3 The Provider must develop and implement a system for the performance management and review of its permanent staff.	<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low
4.2 The Provider must revise its publicity material to take account of recent fee changes to its ambassadors' programme so that the material is accurate and current.	<input checked="" type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low
5.1 The Provider must inform its participants and their parents and guardians of the programme entry requirements for English language.	<input checked="" type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low
5.4 Formal procedures must be put in place for the selection, monitoring and evaluation of overseas agents.	<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low

PARTICIPANT WELFARE

Provider's Strengths

Participants' welfare is a high priority for the Provider and all staff share a keen focus on safeguarding.

Actions Required	Priority H/M/L
17.7 The Provider must put in place effective policies and procedures to mitigate the risks associated with radicalisation and extremism to include a risk assessment, suitable policy wording and staff training.	<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low

PREMISES AND FACILITIES

Provider's Strengths

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

RECOMMENDED AREAS FOR IMPROVEMENT

To be reviewed at the next inspection

It is recommended that the Provider develops full job descriptions for its permanent staff so that performance management is focused on the requirements of the roles.

The Provider should consider developing a communications plan so that all stakeholders are kept fully informed throughout the year.

The Provider should consider extending the use of its data collection systems so that it can fully evaluate the quality of its provision.

The Provider is recommended to keep its staff recruitment policy and procedures under review to ensure they are sufficiently formal in order to maintain high standards of recruitment as the Provider grows its provision.

COMPLIANCE WITH STATUTORY REQUIREMENTS