

BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

RANDOM SPOT CHECK INSPECTION (Short Course Provider)

PROVIDER: The Iver Make-Up Academy

ADDRESS: Goldfinger Avenue
Pinewood Road
Iver
SL0 0NH

HEAD OF PROVIDER: Ms Elizabeth Tagg-Wooster

ACCREDITATION STATUS: Accredited

DATE OF INSPECTION: 12 February 2019

ACCREDITATION COMMITTEE DECISION AND DATE: Continued accreditation, 23 May 2019

PART A – INTRODUCTION

1. Background to the provider

The Iver Make-Up Academy (the Academy/the Provider) is a private limited company with three directors and seven shareholders. The shareholders include the Academy's Principal and Vice-Principal. It was incorporated in April 2015. The Provider aims to give its students access to the newest techniques and skills required to carve out a professional career in their chosen field.

The Principal, who is responsible for the day-to-day management of the Academy, is supported by two Office Administrators, one of whom is also the Social Media Administrator, and two part-time Course Coordinators. The part-time Course Coordinators each work for three days a week to provide an overlap for good continuity of provision and communications. Professional support is provided, on a part-time freelance basis, by the Vice Principal, the Financial Director and the Business Advisor. The staff of the Academy have significant networking contacts within the industry, including the manufacturers and suppliers of relevant equipment and materials.

The Academy is based in premises on the Pinewood Studios complex, near Iver in Buckinghamshire. The premises are accessible to those with mobility impairment. Work is currently underway to build an additional dedicated prosthetics studio opposite the current premises. This will free up space in the current premises for additional facilities for the participants.

2. Brief description of the current provision

The Academy provides industrial related training for participants studying make-up, hair and prosthetics for the film, television, theatre and fashion industries.

The specific courses offered include modules on television, film and theatre make-up and hair, prosthetic make-up, fashion and beauty make-up and airbrushing. These modules are offered as part of the Academy's internal Beginner's Certificate and Advanced Certificate programmes as well as on a standalone basis to enable the participants to upskill specific areas of expertise. The Academy also offers two-day taster courses. The length of the courses ranges from a few days to 30 weeks and the number of participants on each course is capped at twelve.

The vast majority of participants are in the age range 18 to 35 and a very small minority are over 35 years of age. The very large majority are female. No students under the age of 18 are currently enrolled. Some participants are aiming for a career change, usually after working in the hairdressing or beauty therapy industries. The majority of participants are from the United Kingdom (UK). At the time of the inspection, there were 34 participants enrolled. The vast majority were female and were within the normal age range. The vast majority were from the UK. Other countries represented were Italy, Sweden, Spain and Australia.

The courses commence at three points in the year, which are January, April and September. The application process requires a participant to complete an enrolment form and to attend an interview where they present a portfolio of their work. Essential qualities for a successful application are the demonstration of artistic and design skills as well as a determination to persevere and succeed in a career in the media make-up industry.

3. Inspection process

The inspection was carried out by one inspector over three hours. Meetings were held with the Principal and a group of participants. A section of a training session was observed and a tour of the premises, including the new prosthetics studio which is under construction, was carried out. Various documentation and electronic database system were scrutinised.

4. **Inspection history**

Full inspection	24-25 May 2016
Interim inspection	26 June 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 institution.

1. Significant changes since the last inspection

Overall participant numbers have grown and average class sizes have increased from around six participants to twelve participants. However, there has been a reduction in the number of participants coming from countries of the European Union.

The previous operations manager has retired since the last inspection. This role has been taken over by the two Office Administrators, one of whom is also the Social Media Administrator. This change has benefitted the Provider as the Social Media Administrator, who was recruited from outside the Academy, is a make-up artist so understands the business and has helped to improve the use of social media. The other Office Administrator has a financial background and is, therefore, able to undertake finance duties such as invoicing.

The Academy has developed links with Gorton Studio, which is run by a well-known English special effects artist, called Neill Gorton. He is also a visual effects specialist and make-up artist who is specialised in animatronics and prosthetics. Under an agreement that was signed in April 2018, Neill Gorton provides the tutor, the materials and the specific method of teaching prosthetics. This link brings a high profile to this aspect of the provision as Neill Gorton has a high-profile reputation in the sector. It has helped to increase the number of participants on the prosthetics courses and has raised the quality of the delivery.

The Provider is planning to start a new three-day summer school for participants aged between 14 and 18 years. They hope to have this running by August 2019.

The Academy is in the process of building a new prosthetics studio space, which is located opposite to the existing premises. This space will include kitchen facilities and seating spaces. In addition, Pinewood Studios is building five new stages and is up-grading the facilities. A trainee scheme is also being introduced for two new high-profile films that will be filmed at Pinewood. This should provide very good work experience opportunities for the Provider's participants.

2. Response to actions points in last report

There were no action points in the last report.

3. Response to recommended areas for improvement in last report

Consideration should be given to the creation of flow charts, similar documented prompts or scripts for critical administrative procedures and activities. These could include participant enquiries, participant registration, data collection, interview and course fee payments.

The Provider has established an electronic database system that is currently being populated. It holds information and data relating to all the administrative procedures and activities that are undertaken from the participant enquiry stage through to course registration and fee payment. It will be fully implemented by April 2019. In addition, there is a written workflow document that clearly sets out the critical administrative procedures and activities.

Significant developments, successes, news and feedback items could be displayed on the Academy's website and an internal noticeboard.

A new website was launched in October 2018. It includes good information about previous participants' career successes as well as testimonials, feedback from participants and a colourful and engaging gallery of

photographs. There is also a Web log with news items, including work the Academy has been associated with relating to major film projects. The website is managed in-house and is regularly updated. There are also colourful and relevant images displayed within the premises.

The Academy might consider investing in training in relation to preventing radicalisation and safeguarding as useful background support for staff and tutors.

Since the spotcheck inspection, staff have put together a relevant and detailed radicalisation policy, carried out a risk assessment and undertaken suitable training. In addition, the designated safeguarding officer has undertaken appropriate certificated safeguarding training.

Consideration should be given to arranging for one or two further members of staff and tutors to update or undertake certificated first aid training.

There are a sufficient number of trained first aiders.

The Academy should continue to pursue validation with their industry body.

The Academy has continued to pursue validation by the relevant industry body. An expression of interest was submitted to ScreenSkills in February 2019 and it is hoped that the Academy's courses will be quality-stamped by the industry body by April 2019. This will involve ScreenSkills checking the programmes as well as the rates of progression and the destinations of the participants.

4. Compliance with BAC accreditation requirements

4.1 Management, Staffing and Administration (spot check)

The standards are judged to be:

Met Partially Met Not Met

Comments

The Provider is effectively managed. The Academy's Principal and directors have long-standing experience in the film and television industries and are suitably qualified and experienced. They are effective in carrying out their responsibilities. The Provider is pursuing an appropriate and well-researched growth strategy, which includes the development of the additional prosthetics studio.

There are effective channels of communication between the staff members. Key meetings, including administration meetings, are recorded. The detailed records include action points, although the action points do not always include completion dates to ensure effective follow up.

The Provider takes good care to recruit and enroll suitable participants for its courses. There is a rigorous participant recruitment process. Prospective participants can attend open days or have a private tour of the Provider to assess whether the courses and environment meet their needs. The enrollment process includes an interview and a discussion regarding prospective participants' career expectations so that these can be appropriately managed. The discussion includes information about the freelance nature of the work opportunities in the film and television industries so that participants are fully aware of this aspect. Prospective participants also bring a portfolio of their work for review.

There is a clear attendance policy that is effectively communicated to the participants as part of the enrollment form. Attendance is regularly monitored and the attendance records, which are currently held in hard copy, will be transferred to the electronic database system.

Feedback on the provision is obtained from the participants and a note is made of any action taken in relation to the feedback. The feedback obtained does not include an overall qualitative rating to enable the setting of measurable improvement targets.

4.2 Teaching, Learning and Assessment (spot check)

The standards are judged to be:

Met

Partially Met

Not Met

Comments

Course management is effectively carried out. It is effectively supported by the shareholders, who are working make-up artists and are able to provide appropriate academic consultancy support. The programmes are regularly reviewed to ensure they are up-to-date and represent current practice. Staff review how their graduates are doing in the job market so that they can identify any gaps in their skills. The programmes are reviewed to establish what content can be amended or changed so that the identified gaps can be filled.

The training staff have long-standing experience in the film and television industries. All the trainers, except the principal, work for the Academy part-time as self-employed trainers. They are engaged to deliver particular course modules while continuing to work in the industry as, for example, professional make-up artists and hair designers. As a result, they are well qualified and experienced to deliver courses that meet the participants' needs.

The practical courses are delivered in an engaging and interactive way. They involve live demonstrations of skills, such as applying theatrical make-up, which participants then practice on a live model. The explanations are clear and all the participants can see the demonstration because it is projected onto a raised screen. The participants ask questions during the demonstrations to clarify their understanding. The participants get feedback during the practice sessions. As a result, the participants make good progress. The participants confirmed that the trainers made use of different styles in order to meet the individual learning needs of the participants very well. Inspection findings confirm this view.

The participants are provided with very good resources and materials such as prosthetics. They confirmed that they had access to all the necessary high-quality products and resources they needed.

Participants receive written feedback from the trainers on their assignments. These records will be stored on the new electronic database system. They will be accessible to the participants so that they can track their own progress.

4.3 Participant Welfare (spot check)

The standards are judged to be:

Met

Partially Met

Not Met

Comments

Participants receive appropriate information before they join their course and during their time at the Academy. Detailed information on the courses is provided in the prospectus and other information is provided, as required, for example relating to accommodation.

Appropriate information is provided to international participants. No specific information on living and studying in the UK is provided, for example on the website.

For the majority of the participants, their goals from attending a course is to secure employment in the film or television industry. In order to achieve this goal, the Academy provides assistance to find employment. The assistance includes help with the development of curricula vitae and advice on becoming freelance. There is an in-house employment agency to help with job searches. The Pinewood Studios location presents good opportunities for participants to network with industry professionals. As a result, all graduates from the Academy receive work offers.

The participants receive a useful workbook. It includes an appropriate equal opportunities policy. It also contains a complaints policy. The complaints procedure is clear although it does not include clear timelines for all the stages so that complainants know how long it will take for their complaint to be handled. In addition, there is no identified independent adjudicator.

The participants confirmed that the trainers provided very good pastoral support and that all staff were very approachable. As a result, they feel well cared for and safe whilst at the Academy.

4.4 Premises and Facilities (spot check)

The standards are judged to be:

Met Partially Met Not Met

Comments

The Provider is located on the Pinewood Studios complex. This is an excellent location and is a key strength.

The participants' workbook contains good information about health and safety. In addition, the participants are asked about any allergies so that these can be taken into account effectively in the use of the various products as part of the courses.

The training rooms are good. They are spacious and well-equipped with appropriate digital audio-visual facilities. In addition, there is an adequate office space and a kitchen with some relaxation space. On the Pinewood Studios complex, there is a pleasant and spacious cafeteria that the Provider's participants can use. The participants confirmed that the learning spaces were very good and that they enjoyed studying at the Academy.

4.5 Compliance Declaration

Declaration of compliance has been signed and dated.

Yes No

PART C – SUMMARY OF ACTION POINTS

ACTIONS REQUIRED

None

High

Medium

Low

RECOMMENDED AREAS FOR IMPROVEMENT *(to be reviewed at the next inspection)*

The Provider is recommended to include deadlines and completion dates in their action planning to ensure effective follow up.

It is recommended that the participant feedback includes an overall qualitative rating score to enable the setting of measurable improvement targets.

The Academy is recommended to provide specific information on living and studying in the UK for prospective international participants prior to their arrival.

The Provider should improve the complaints procedure so that it includes clear timelines for each stage and the involvement of an independent adjudicator.

COMPLIANCE WITH STATUTORY REQUIREMENTS - FURTHER COMMENTS, IF APPLICABLE