BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

College Candidacy / Stage 2 Inspection

NAME OF INSTITUTION: Sterling Dental College

ADDRESS: Sterling House

89-91 South Road

Southall

Middlesex

UB1 1SQ

HEAD OF INSTITUTION: Dr Amarjit Khambay

DATE OF INSPECTION: 5 April 2019

ACCREDITATION STATUS AT INSPECTION: Accredited

DECISION ON ACCREDITATION:

☒ Accreditation awarded for six months

☐ Decision on accreditation deferred

☐ Award of accreditation withdrawn

DATE: 16 July 2019

PART A – INTRODUCTION

1. Background to the institution

Sterling Dental College (the Institution) was established in 2014 as a privately-owned educational institution, offering courses in dentistry. It provides Continuing Professional Development (CPD) courses, seminars, and workshops. It is part of the Sterling Group that includes dental practices. Sterling Dental College has not run any courses since 2017 due to changes in personnel and management structure.

The sole Proprietor of the Institution, who is also the Chief Executive Officer (CEO), is supported by the Director, College Manager and Board of Trustees.

The Institution's aim is to increase the range of courses offered, with a greater emphasis placed on the core CPD that all dentists require and to introduce specialised short courses for postgraduate students.

The Institution is located close to Southall railway station in London and shares a building with Sterling Private Clinic. The Institution and the clinic are closely connected and all the clinicians from the clinic are teachers at the Institution. There are also two other dental clinics in close proximity. These are owned by the Institution's CEO.

2. Brief description of the current provision

The Institution offers half-day and full-day CPD courses, both at basic and advanced levels. The courses include Communication Skills, Restorative Dentistry, Root Canal Demonstration, Airflow Demonstration, Information Governance and General Data Protection Regulation (GDPR). Courses are delivered face to face at the Institution's premises. The courses are aligned externally by regulations set by the General Dental Council (GDC).

From August 2019, the Institution plans to run the Overseas Registration Examination (ORE) course. The ORE is a two-part examination that qualified dentists, based outside the United Kingdom (UK), have to pass in order to register with the GDC. Registration allows dentists to practice dentistry unsupervised in the UK.

At the time of this inspection, no courses were running and, therefore, no students were present. Students registered for the next course to run are aged between 25 and 40. They are an equal mix of male and female students and all are based in the UK. The Institution does not enroll students under the age of 18.

The Institution plans to run regular courses throughout the year. Practical courses will have a maximum of seven students and the more theoretical courses will have a maximum of 30 students.

3. Inspection process

The inspection was carried out in one day by one inspector. Meetings took place with the CEO, Director, College Manager, Student Welfare Manager, Admissions Manager and the website consultant. A tour of the premises was undertaken, and a range of documentation was scrutinised. The Institution's staff co-operated very well throughout the inspection and the organisation of the inspection documentation was excellent.

4. Inspection History

Inspection Type	Date
Full Accreditation	28 and 30 June 2014
Interim	23 September 2015

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 institution.

INSPECTION AREA - MANAGEMENT, STAFFING AND ADMINISTRATION

1. The institution 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 institution 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.	☒ Yes	☐ No

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

Comments

The Institution has a clearly defined management structure, which is documented in an accurate organisational diagram. Roles are well defined and the management structure is understood by all members of the team. The management team is effective in the day-to-day and strategic management of the Institution.

All members of the management team are qualified and experienced dentists and are therefore suitable for their roles within the Institution. There are detailed job descriptions for all roles.

There are clear lines of communication. Communication is mostly informal in both oral and written form, and while this is effective for the current stage of the Institution, it would benefit from formal recorded meetings as its provision grows.

2. The administration of the institution 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 institution.	☒ 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 institution.	☒ 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

Administration is efficient and clear. The Institution benefits from sharing staff with its neighbouring dental practices. As a result, the administrative staff have a range of relevant skills and experience and form a sufficiently large team to be able to provide effective administrative cover when needed.

Administrators have a clear understanding of their roles and responsibilities, which are documented through the organi-

sational diagram and clear job descriptions.

Policies and procedures are well documented and communicated through handbooks and e-mails. Policies are up-to-date and there is a document detailing their review dates.

The students registered data is collected and stored manually. Given the current context, this means of collecting data is effective. However, as the Institution expands, it would benefit from putting a digital database in place for the efficient storage and retrieval of data.

3. The institution 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 Institution's staff recruitment policy is guided by National Health Service (NHS) requirements, which include professional qualifications, appropriate English language level and statutory checks relating to safeguarding. As a result, the Institution has a detailed policy, which is reflected in robust and thorough recruitment practices. In addition, the Institution has high levels of staff retention, evidenced by the long length of service of many of its dentists and teachers.

Candidates for employment complete an application form and attend two face-to-face interviews. They are required to submit original certification and documentation for scrutiny. These documents are recorded on a summary form and filed by the Institution.

Staff are required to keep up-to-date personal development plans, which are reviewed by management. Currently, this is an effective method of reviewing staff performance and ensuring their knowledge is up to date. As the Institution begins to run courses, it will benefit from putting in place formal performance review meetings for staff. This will formalise the good practice currently in place.

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

4.1	Text and images provide an accurate depiction of the institution'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 Institution has its own website which has clear information about its location, premises, facilities and resources. The Institution also has one page in the Sterling Group brochure, which gives an accurate overview of the Institution and its courses.

4.1 The Sterling Group brochure carries the BAC logo on the front page. This could be misleading, as BAC accreditation applies to the Institution only, not to the whole Group.

5. The institution takes reasonable care to recruit and enrol suitable students 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 students.	☒ Yes ☐ No

5.2	A formal application process ensures that students meet the entry requirements and any claimed qualifications are verified.	☒ Yes ☐ No
5.3	Students are properly briefed on the nature and requirements of the courses for which they apply, and all application enquiries responded to promptly and appropriately.	☒ Yes ☐ No
5.4	Any overseas recruitment agents are properly selected, briefed, monitored and evaluated.	☐ Yes ☐ No ☒ NA
5.5	Students receive a proper initial assessment, which includes language ability, to confirm their capability to complete the courses on which they are enrolling.	☐ Yes ☐ No ☒ NA

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

Comments

Entry requirements are set by GDC standards and are therefore at appropriate levels. All students are GDC registered, and therefore have verified qualifications and language ability. The application process is underpinned by an application form, which all candidates must complete.

At the time of inspection, only candidates working at the Sterling Group's dental practices were applying for courses, so all enquiries were dealt with face-to-face. As the institution expands and offers courses to external candidates, it should develop more detailed course descriptions which include details about entry requirements.

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

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

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

Comments

There is a clear policy on attendance and punctuality, which is made known to students and staff.

Appropriate attendance record keeping systems are in place. The relevant staff are fully briefed about the policy and the handbooks state the policy clearly. Unexplained absences are followed up by administrative staff within half an hour of the absence being reported.

INSPECTION AREA – STUDENT WELFARE

18.　　Students receive pastoral support appropriate to their age, background and circumstances

18.1	There is at least one named staff member responsible for student welfare who is suitably trained, accessible to all students and available to provide advice and counselling.	☒ Yes ☐ No
18.2	Students receive appropriate advice before arrival.	☒ Yes ☐ No
18.3	Students receive an appropriate induction and relevant information upon arrival.	☒ Yes ☐ No
18.4	Students are issued with a contact number for out-of-hours and emergency support.	☐ Yes ☒ No
18.5	The institution has policies in place to avoid discrimination and a published procedure for dealing with any abusive behaviour.	☐ Yes ☒ No
18.6	Effective safeguarding arrangements are in place and are regularly reviewed to keep all students safe.	☐ Yes ☐ No ☒ NA
18.7	Effective arrangements are in place to protect students from the risks associated with radicalisation and extremism.	☒ Yes ☐ No

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

Comments

There is a named person responsible for welfare. The welfare officer is experienced and has relevant pastoral care training. She is accessible to students, and well aware of the responsibilities of the role.

Adequate pre-arrival information is sent to students so that they know what to expect on arrival. The pre-arrival information could be developed further to provide students with more information about the Institution and the local area. Student induction is thorough, systematic and supported by a detailed student handbook.

18.4 There are published out-of-hours contact numbers, but it is not made explicitly clear which number students should call in the case of an emergency.

18.5 The Harassment and Bullying policy advises students to attempt to resolve any issue that they may have with another student without informing the college. This may not be appropriate in all cases.

The Institution has an appropriate policy about preventing extremism and radicalisation. This is accessible and has been read by all the staff. Its implementation includes appropriate arrangements to protect students.

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19. International students are provided with specific advice and assistance

19.1	International students receive appropriate advice before their arrival on travelling to and staying in the UK.	☐ Yes	☐ No
19.2	International students receive an appropriate induction upon arrival covering issues specific to the local area.	☐ Yes	☐ No
19.3	Information and advice specific to international students continues to be available throughout the course of study.	☐ Yes	☐ No
19.4	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

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20. The fair treatment of students is ensured

20.1	Students apply for and are enrolled on courses under fair and transparent contractual terms and conditions.	☒ Yes	☐ No
20.2	Students have access to a fair complaints procedure of which they are informed in writing at the start of the course.	☒ Yes	☐ No
20.3	Students are advised of BAC's own complaints procedure.	☐ Yes	☒ No

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

The terms and conditions under which students are registered, are fair and transparent and include an appropriate refund policy.

The complaints procedure is clear and includes a staged approach with clear timelines and an appeal process. It is communicated to students as part of the joining instructions. It does not mention an external independent adjudicator for cases where agreement cannot be reached internally and where the BAC's complaints procedure is not applicable.

20.3 Students are not advised of BAC's complaints procedure.

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21. Where residential accommodation is offered, it is fit for purpose, well maintained and appropriately

supervised

21.1	Any residential accommodation is clean, safe and of a standard which is adequate to the needs of students.	☐ Yes ☐ No	
21.2	Any residential accommodation is open to inspection by the appropriate authorities, including Ofsted where students under 18 are accommodated.	☐ Yes ☐ No ☐ NA	
21.3	Clear rules and fire, health and safety procedures are in place, with appropriate precautions taken for security of students and their property.	☐ Yes ☐ No	
21.4	A level of supervision is provided appropriate to the needs of students.	☐ Yes ☐ No	
21.5	Separate accommodation blocks are provided for students under 18.	☐ Yes ☐ No ☐ NA	

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

Comments

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22. **Where home-stay accommodation is organised, the welfare of students is ensured and the institution's relationship with hosts is properly managed**

22.1	Due care is taken in selecting home-stay accommodation which both provides a safe and comfortable living environment for students and is appropriately located for travel to the institution and back.	☐ Yes ☐ No
22.2	Any home-stay accommodation is inspected before students are placed and is subject to regular re-inspection by a responsible representative or agent of the institution.	☐ Yes ☐ No
22.3	The institution has appropriate contracts in place with any hosts, clearly setting out the rules, terms and conditions of the provision.	☐ Yes ☐ No
22.4	Appropriate advice and support is given to both hosts and students before and during the placement.	☐ Yes ☐ No
22.5	Clear monitoring procedures are in place with opportunities for student 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

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23. **The institution provides an appropriate social programme for students and information on leisure activities in the area**

23.1	Students are provided with appropriate information on opportunities for participation at events and other leisure activities which may be of interest.	☐ Yes ☐ No
23.2	The social programme is responsive to the needs and wishes of students.	☐ Yes ☐ No ☐ NA
23.3	Any activities within the social programme have been chosen with consideration for their affordability by the majority of students.	☐ Yes ☐ No ☐ NA
23.4	Any activities organised by the institution 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

INSPECTION AREA – PREMISES AND FACILITIES

24. The institution has secure possession of and access to its premises

24.1	The institution has secure tenure on its premises.	☒ Yes	☐ No	☐ NA
24.2	Where required, the institution 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 Institution has secure tenure of its premises under a long-term lease.

25. The premises provide a safe, secure and clean environment for students and staff

25.1	Access to the premises is appropriately restricted and secured.	☒ Yes	☐ No	
25.2	The premises are maintained in an adequate state of repair, decoration and cleanliness.	☒ Yes	☐ No	
25.3	There are specific safety rules in areas of particular hazard (e.g. science laboratories), made readily available to students, staff and visitors.	☒ Yes	☐ No	☐ NA
25.4	General guidance on health and safety is made available to students, staff and visitors.	☒ Yes	☐ No	
25.5	There is adequate signage inside and outside of the premises and notice boards for the display of general information.	☒ Yes	☐ No	
25.6	There is adequate circulation space for the number of students and staff accommodated, and a suitable area in which to receive visitors.	☒ Yes	☐ No	
25.7	There are toilet facilities of an appropriate number and level of cleanliness.	☒ Yes	☐ No	
25.8	There is adequate heating and ventilation in all rooms.	☒ Yes	☐ No	

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

Comments

Access to the premises is appropriately restricted and secured through a video intercom system. There is video surveillance throughout the building.

The premises are well maintained and decorated.

There are appropriate safety rules and measures for particular hazards in the practical training room, including lockable cupboards for hazardous materials.

Staff and students are given a thorough briefing on health and safety and specifically what to do in case of a fire as part of their induction. Visitors are briefed by the reception team, and there is a welcome document with notes on health and safety.

There is adequate signage inside and outside the premises. Noticeboards display appropriate information.

The institution has a reception area where students and visitors can sit when they arrive. There is adequate space for students to circulate, an appropriate number of toilet facilities and the building is heated and ventilated well.

26. **Classrooms and other learning areas are appropriate for the courses offered**

26.1	Classrooms and other learning areas provide adequate accommodation in size and number for the classes allocated to them.	☒ Yes	☐ No
26.2	Classrooms 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
26.3	There are facilities suitable for conducting the assessments required on each course.	☒ Yes	☐ No

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

Comments

The seminar room and practical training room are of a good size, and suitable for the number of students attending training sessions. The furniture in the seminar room can be moved or changed depending on the number of students attending.

The seminar room is well equipped with a computer and large screen for slideshow and video presentations. The practical training room is equipped, including with microscopes, intraoral cameras, a projected camera and computers. All equipment is new and in excellent condition.

Assessment is carried out in the training room or practical training room. The facilities are suitable for the assessments carried out on each course.

27. **There are appropriate additional facilities for students and staff**

27.1	Students have access to sufficient space and suitable facilities for private study, including library and IT resources.	☒ Yes	☐ No	
27.2	Teaching staff have access to sufficient personal space for preparing lessons, marking work and relaxation.	☒ Yes	☐ No	
27.3	Students and staff have access to space and facilities suitable for relaxation and the consumption of food and drink where appropriate.	☒ Yes	☐ No	☐ NA
27.4	Students and staff have access to storage for personal possessions where appropriate.	☒ Yes	☐ No	☐ NA
27.5	There are individual offices or rooms in which academic staff and senior management can hold private meetings and a room of sufficient size to hold staff meetings.	☒ Yes	☐ No	
27.6	Administrative offices are adequate in size and resources for the effective administration of the institution.	☒ Yes	☐ No	

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

Comments

There is a library available for private study and further research. It has a suitable range of text-based resources. In addition, students can use the seminar room for study when it is not used for teaching. There is wireless access throughout the building, if students wish to carry out private research on their own devices.

Teachers are able to use the seminar room or library to prepare their classes and to mark work. They can relax in the library space and staff kitchen. Students can relax in the training room between classes and there are tea and coffee making facilities in this room.

Students and staff have access to lockers where they can store personal possessions.

Administrative and management offices are sufficient in size for the day-to-day work and to hold private meetings. The seminar room is of a good size for staff meetings.

There is a kitchen where students can consume food and drink. Water and hot drinks are available to staff and students.

COMPLIANCE WITH STATUTORY REQUIREMENTS

Declaration of compliance has been signed and dated ☒ Yes ☐ No

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

Institution's Strengths

There is a clearly defined management structure. As a result, roles and responsibilities are clearly understood by all staff. The team works well together and has a clear shared vision for the Institution. Administrative staff have a range of skills and experience to support the management team effectively. Recruitment policies and procedures are detailed and robust, ensuring that qualified, skilled experienced candidates are employed.

Actions Required	Priority H/M/L
4.1 The Institution must remove the BAC logo on the front page of the Sterling Group brochure or add a note that accreditation only applies to the Institution, in order to avoid misleading students.	☒ High ☐ Medium ☐ Low

STUDENT WELFARE

Institution's Strengths

The welfare officer is trained, accessible to students and clear about the responsibilities of the role so that students' welfare is catered for effectively. Student induction is thorough, systematic and supported by a detailed student handbook, meaning that students are well prepared for their time at the Institution.

Actions Required	Priority H/M/L
18.4 The Institution must provide students with one out-of-hours telephone number which they can call in the case of an emergency.	☐ High ☒ Medium ☐ Low
18.5 The Institution must update the Harassment and Bullying policy so that it advises students to seek support from the Institution's staff in case of any issues.	☐ High ☒ Medium ☐ Low
20.3 Students must be advised of BAC's complaints procedure.	☐ High ☒ Medium ☐ Low

PREMISES AND FACILITIES

Institution's Strengths

The seminar room and practical training rooms have excellent facilities and provide a good learning environment for students.

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

RECOMMENDED AREAS FOR IMPROVEMENT

To be reviewed at the next inspection

The Institution should have a schedule of formal recorded meetings to ensure effective communication and accountability.

The institution would benefit from putting a digital database in place for the efficient storage and retrieval of data.

The institution should carry out formal performance review meetings for staff to ensure that levels of performance are maintained and improved.

The institution should develop course descriptions which include details about entry requirements.

The institution could develop the pre-arrival information to provide students with more information about the Institution and local area.

It is recommended that the complaints policy includes an external independent adjudicator for cases where agreement cannot be reached internally regarding a complaint.

COMPLIANCE WITH STATUTORY REQUIREMENTS