BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

Short Course Provider (SCP) Full Inspection

NAME OF PROVIDER: Brickhills Consulting

ADDRESS: 178 High Holborn
London
WC1V 7AA

HEAD OF INSTITUTION: Mr Tim Dingle

DATE OF INSPECTION: 31 July–1 August 2019

ACCREDITATION STATUS AT INSPECTION: Unaccredited

DECISION ON ACCREDITATION:

☒ Accreditation awarded for the full four-year period

☐ Probation accreditation

☐ Decision on accreditation deferred

☐ Award of accreditation refused

DATE: 26 September 2019

1. Background to the institution

Brickhills Consulting Limited (the Provider) is a short course training company. It provides training, in the United Kingdom (UK), in areas such as management skills as well as specific technical courses for the oil and gas sector. It is also planned that bespoke in-house courses will be offered in these subject areas for specific clients on demand. The Provider was established in January 2019 as a private limited company.

The courses will be run in good quality hotels in London and, possibly, for the technical oil and gas courses, in larger conference and training premises and clients' premises in Aberdeen and Edinburgh in Scotland. The Provider's administrative office is based in the London School of Economics (LSE) building in High Holborn in central London.

The Provider's aim is to grow the training provision and deliver it to existing corporate clients and new companies who buy into the ethos of life-long learning.

The Provider has developed from a company called Autoritas, which is owned by the same three owners that own Brickhills Consulting. These three owners are the Provider's sole shareholders. The owners made a decision to open the UK based training company in order to deliver training courses in London and also in Edinburgh and in Aberdeen, specifically for the oil and gas sector. The Provider will make use of some of the same courses and content that Autoritas have run outside the UK, for the previous four years.

The three owners are also directors of Brickhills Consulting and one of them is Chairman of the Provider's board. They provide overall oversight of the Provider, including the marketing of the courses. They are also involved in the booking of participants, sourcing the trainers and developing the content particularly for the oil and gas programmes. The day-to-day running of the courses is delegated to the Chief Executive Officer (CEO) based in London. The CEO is supported by two self-employed administration staff, one of whom is also a trainer for the Provider.

2. Brief description of the current provision

The Provider offers skills-based courses in areas such as management, leadership, mediation and negotiation skills, as well as technical courses for employees in the oil and gas sectors. Some up-coming specific course titles are Effective Conflict Resolution and Management, Personal Effectiveness and Influencing Skills, Powerful Presentation Skills, Marketing and Sales Course, Strategy and Strategic Planning, Oil and Gas: Corrosion Monitoring and Control Strategies in Refining Processes and Oil and Gas: Operation and Maintenance Statics of Rotation of Equipment. The courses are all run face to face and are of one to three days' duration. All the courses are unaccredited.

The courses are targeted at UK-based participants who are managers or senior managers from sectors such as banking, oil and gas and health care. Courses have also been run outside the UK in Dubai, United Arab Emirates. BAC's accreditation is for the UK face-to-face provision only.

Currently there is a total of 37 participants booked on four future courses covering Powerful Presentation Skills, Business Management, Negotiation skills and Leadership skills. These are all courses that run for one day. All the participants are over the age of 18 and are from the UK. At the time of the inspection, there were eight participants attending a Powerful Presentation Skills course at a central London hotel near Blackfriars station. There was about an even mix of female and male participants.

There are no formal entry requirements for the courses and they are scheduled throughout the year as well as according to demand for the bespoke courses.

3. Inspection process

The inspection was carried out by one inspector over one and a half days. The inspector observed the training session taking place at a central London hotel and had a meeting with the participants and a trainer, who also acts as an administrative assistant. A meeting was held at the administrative office with the CEO and telephone conversations were held with the other administrative assistant and one of the owners, who is also a director. Various documentation was scrutinised and the facilities at the administrative office were reviewed. The Provider co-operated very well with the whole inspection 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.	☒ 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 clear documented organisation structure that includes the three owners and the two self-employed administrative staff, one of whom is also a trainer. All the staff are clear about their own roles and responsibilities as well as those of the other staff members. The self-employed administrative staff are deployed as required and one is a contracted through an online agency and works remotely. They are advised of the specific tasks that they are required to carry out and are clear on what is required of them in this regard.

The CEO is very well qualified and experienced to carry out his role effectively. He acts as the head of the Provider and also delivers the majority of the training. He has qualifications related to teaching and business and has relevant experience as a business mentor, teacher and as manager of training companies. The owners are also appropriately experienced to support the CEO effectively. As a result, this new provider is effectively managed.

The communication between the CEO and the directors and between the CEO and the administrative staff and the trainer is effective and ensures that everyone is aware of the priorities and their key responsibilities. Appropriate communication channels are used. The CEO meets with the trainer to ensure she is fully briefed about her training assignments and related administrative tasks. He communicates with the owners, who are based outside the UK, and with the administrative assistant who works remotely by suitable means, including face-to-face meetings as necessary. The administrators confirm that the CEO is very clear about what is required, which enables them to do their jobs effectively. 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 administration of the Provider is carried out effectively. The two administrators are well qualified to carry out their roles in order to meet the needs of the Provider and to ensure the courses run smoothly. They are clear about their roles and responsibilities and are well briefed by the CEO as to what is required.

For the current level of activity, the size of the administration team is sufficient to ensure that the Provider is run effectively. This will need to be kept under review if the Provider develops its provision as planned.

There is a clear, documented process that sets out the steps for registering the participants for courses with a clear target timeline for responding to initial enquiries. This ensures consistency in the registration of the participants and ensures that they have everything they need prior to joining the course. There is also a detailed policy regarding data protection and security.

Data collection and collation systems are effective. Relevant data relating to the participants is well maintained using a suitable spreadsheet. The data includes any special needs that have been declared as well as information about and an analysis of the participants' course feedback.

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 does not yet employ any full-time staff. Any supporting staff, other than those provided through an agency, are contracted to perform certain administrative tasks under a suitable consultancy agreement.

Although no full-time staff are currently employed, there is a detailed and relevant staff handbook that includes relevant information, policies and procedures to assist with the continuing employment of suitable staff when required. These include disciplinary and grievance procedures and relevant health and safety policies. The handbook is provided to the self-employed staff. There are also detailed checklists relating to staff recruitment and pre-employment. These include relevant guidelines for drawing up job descriptions and carrying out relevant checks on qualifications. These checklists ensure that all necessary pre-employment checks are carried out appropriately.

The self-employed administrative staff receive regular oral feedback from the CEO on how they are doing. As a result, they know how they are performing and what they need to improve. There is a suitable template for recording the outcomes of formal staff performance appraisal. The process includes setting future performance objectives, rating performance against objectives and other relevant performance criteria as well as qualitative performance feedback. There are, therefore, effective methods for reviewing both the current self-employed and possible future employed staff.

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 text and images on the website provide an accurate depiction of the Provider's training services and the nature of the services offered.

The information provided about courses is clear and up-to-date and includes useful information about the intended learning outcomes. For the vast majority of the courses, it is sufficiently comprehensive. A minority of course descriptions, particularly for the courses targeted at the technical oil and gas sector, include brief details of the courses only and would benefit from more detail.

Some parts of the website have not been finalised, for example the participant testimonials.

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

The courses are aimed at managers and senior managers working within a corporate setting. There are no formal entry requirements relating to language ability as the courses are offered to UK based participants only. In addition, it is clear that the courses are delivered in English and that a good command of appropriate technical terminology is required for some courses, for example the oil and gas related courses.

5.1 A small minority of courses have pre-requisites, for example that the participant has undertaken a basic course before attending an advanced course. These are not consistently included in course descriptions seen by prospective participants.

Prospective participants complete a suitable training application form that includes verification of any pre-requisite courses having been undertaken.

A comprehensive briefing is sent out to prospective participants. This provides information about the target audience for the courses which is helpful in ensuring that participants book on courses that will be relevant to them. During the booking process, the CEO communicates with all prospective participants personally to ensure that they are suitable to attend the course and will benefit from it. He recommends an alternative course if he considers that this is a better option for the participant.

The participants confirmed that they received prompt responses to their communications with the CEO and that the course registration was straightforward. Inspection findings confirm this view. All the participants on the course running during the inspection were of a high calibre and clearly benefitting from the course.

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

Participants receive a document entitled Participants' Guide - General Ground Rules for Training. This includes a clear statement about the attendance expectations and the need to be punctual.

An appropriate attendance register is maintained that includes useful information about the participant including any declared special needs. These are maintained in hard copy. As a result of the typical participant profile in terms of their professional level, rates of attendance are high and absences during a course are rare.

In the event that a participant is absent without notification, appropriate follow up action is taken to ascertain the reason for the absence and to ensure the safety of the participant.

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

Participants complete an evaluation report at the end of each course. Participants are encouraged to provide honest feedback through a statement to this effect in the Participants' Guide - General Ground Rules for Training. The evaluation form includes some good questions, the answers to which provide useful information about what the Provider is doing well and what they could improve. It includes a rating against suitable criteria so that targets can be set as well as useful qualitative feedback. Informal feedback is also obtained from the trainers and the participants' employers, where appropriate.

The feedback scores are analysed so that an overall percentage score is obtained and used to provide an overall assessment of the participants' satisfaction with the course. The feedback is reviewed by the CEO and the owners so that appropriate improvement actions can be taken as required. The feedback obtained to date shows a high level of participant satisfaction.

7.4 There is no formal mechanism in place for reporting to participants on the Provider's response to their feedback, for example through the website.

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

There are effective systems for monitoring and periodically reviewing all aspects of the provider's performance. The results of the participants' feedback are effectively recorded using a spreadsheet and include the participants' overall rating scores and a note of any action that is taken as a result. The spreadsheet also includes information about the progress the participants have made on the course. This is evaluated through the use of short pre and post-course tests. The resulting data will provide a good basis for producing regular performance reports in the future.

There is a good action plan that includes the quality improvement actions to be taken, who is responsible for the action and by when it is to be achieved. The actions are monitored and a note made as to when they have been achieved. The action plan also includes the main strategic goals with associated actions. This provides a useful method of reviewing progress and identifying and implementing appropriate quality assurance improvements.

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

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

Comments

The CEO, who is the programme manager, is very well qualified to manage the training programmes and the trainers very effectively and for the benefit of the participants. He also acts as the main trainer. He has relevant qualifications and experience.

There is a calendar of courses for 2019. Training rooms are hired, as appropriate, in good quality hotels. The room used at the time of the inspection was appropriate for the course being offered and for the number of participants.

The allocation of trainers to classes provides for a consistent learning experience. The CEO currently delivers most of the courses. He fully briefs other trainers through the use of a comprehensive briefing document that clearly sets out

the aims of the course, the target audience and tips on effective delivery methods. He also provides useful feedback to the trainers on their performance.

Appropriate learning resources are acquired effectively. The programme manager has developed a wide range of engaging training materials that includes video material, handouts and other visual aids. Additional trainers can bring their own materials and obtain approval from the CEO to use them to ensure consistency. Other delivery resources are hired, as required, from the training venues. The learning resources available for the observed sessions were engaging and appropriate.

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 courses are designed well to cover the knowledge and skills that are required to meet the course learning outcomes. The presentation skills course, that was being delivered at the time of the inspection, had a clear structure, appropriate learning objectives and a timetable to ensure that all relevant content was delivered in the time available and to meet the participants' expectations. This was set out in a comprehensive course briefing document. Other courses also have detailed timetables that show relevant subject coverage and detailed timelines. The participants confirmed that the course was very practical and included good tips to develop their confidence in making presentations. As a result, it met their needs and learning objectives.

There are no formal assessments or assessment objectives. However, participants complete a pre and post-course test that is linked to the learning objectives, as part of the course. The results of this effectively demonstrates the learning that has taken place as a result of attending the course. This represents good practice for a short training course provider.

The participants are encouraged to reflect on their current skills level and the programme is designed to develop the participants' independent learning skills. Some courses include work that the participants are asked to do outside the formal sessions as preparation for the following day.

The application form includes a suitable question regarding any additional learning support that may be required. Trainers ask the participants about their level of existing knowledge of the subject matter at the outset of the course. The small size of the groups ensures that the trainers get to know the participants quickly. As a result, the trainers are able to tailor their delivery appropriately to meet the participants' needs and to maximise the benefit of the course for all the participants.

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 are well qualified and/or experienced. The CEO is an experienced presenter and has made presentations at national and international events. He has a teaching qualification and a highly engaging training delivery style. The additional trainer has an appropriate coaching background. Specific facilitators will be contracted for the technical courses, for example for those targeted at the oil and gas sector.

When the training is delivered by trainers other than the CEO, the CEO carries out an observation. The outcomes of the observation, including a rating score against appropriate criteria, are recorded and include useful feedback that is discussed with the trainer and future actions to encourage improvement. The trainer signs the record to signify agreement. This represents good practice for this type of provider. In addition, trainers are provided with a full briefing document that includes useful training tips and techniques. As a result, trainers have good opportunities to develop their training skills to enhance the participants' learning.

The training materials and delivery methods are engaging and include various activities and slides to meet participants' different learning styles and to encourage their active participation. The trainers use very good questioning techniques to involve the participants. The course timetables do not include an outline of the various interactive and group activities that form part of the courses. The inclusion of this information would encourage consistency in the event that the course is delivered by a new trainer. The participants said that the style and pace of delivery of the course resulted in an enjoyable and engaging experience. Inspection findings confirm this view.

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

Participants and trainers have access to appropriate training materials. The participants receive a training workbook that includes relevant information about the course and the training slides with space to make notes. There are also published books available that are written by the CEO and a document that is given to the participants at the end of the course with links to useful follow-up resources including videos.

Trainers have full information and course materials to enable effective delivery. All other necessary training resources are provided at the hotel training venues.

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

The trainers provide appropriate oral feedback to the participants as part of the courses, for example in relation to the short presentation that the participants gave at the outset of the course running at the time of the inspection to demonstrate their existing skills. The participants also do a presentation at the end of the course on a specific topic on which they get further feedback.

The trainer will also talk through the results of the pre and post-course tests and provide further feedback if requested by a participant. This represents good practice for a short course provider. As a result of the feedback, the participants are aware of the progress they have made as a result of attending the course. However, there are no formal written assessments.

In the event that a participant is booked on a course, from which they will not fully benefit, an alternative more basic or advanced course may be recommended as appropriate. Participants have access to the trainer during break times and after the course has finished if they would like further support or information.

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**

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 CEO is suitably trained and experienced to provide appropriate pastoral support to meet the needs of the participants. He is trained in safeguarding even though there are no participants under the age of 18. Participants are provided with appropriate information, advice and guidance before the start of the course to enable them to make a decision as to whether the course will meet their needs. Advice is also provided by the CEO on an individual basis and through a chat facility on the website. Joining instructions and other useful information are sent out prior to the start of the course and include information on the terms and conditions, health and safety and a participant

guide, including ground rules regarding appropriate behaviour and showing respect for other people's views. As a result, the participants are made very well aware of what is expected from them whilst they are on the course.

At the start of the course, appropriate initial information is provided including on health and safety at the venue, any special needs and the participant conduct requirements. The participants confirmed that they received an excellent level of information at all stages and were made well aware of what was expected of them. The inspection findings confirmed this to be the case.

The participants are issued with a contact number for out-of-hours and emergency support. This is provided as part of the joining instructions.

17.5 Whilst the participant guide includes an appropriate code of conduct, there is no policy that is aimed at the participants to avoid discrimination and no published procedure for dealing with any abusive behaviour.

There are appropriate arrangements in place to mitigate the risks of radicalisation. These include an appropriate risk assessment, as a result of which the risk of participants becoming radicalised or exposed to extremist views whilst attending courses at the Provider has been appropriately rated as low. Staff have undertaken suitable training and there is a policy in place. The policy wording is not completely relevant to the Provider, which is not subject to the Government's Prevent strategy and, although the CEO has a good awareness of what is required, the policy does not include a suitable written process in the unlikely event that an issue arises.

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

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

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

Comments

There are clear terms and conditions that are accessible through the website. Separate terms and conditions are available for bespoke courses that are booked for a specific client company. These form part of the application form that applies to these types of courses.

There is a fair complaints policy and procedure which is communicated to the participants with the pre-arrival information. The participants confirmed that they were aware that they could complain if necessary.

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	Appropriate measures are in place to ensure the separation between participants under the age of 18 and those over the age of 18 when in the accommodation.	☐ 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 that is organised for the participants. However, appropriate information on social and leisure activities that may be of interest to the participants is readily supplied as required.

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 permanent administrative office room in the London School of Economics building in High Holborn in central London of which it has secure tenure.

Rooms in hotels for the delivery of the training courses are booked under contract as required.

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

Both the administrative and training premises are appropriately secured with reception desks and staff. The office space maintained in a good state of repair and the hotels used for the training courses are of a high quality.
General guidance on health and safety is made available as required. Participants receive information prior to the start of the course and are reminded about health and safety as part of the course introduction. There is a health and safety policy for any staff that are recruited in the future. Visitors are advised about emergency evacuation procedures by the CEO.
Signage, circulation space and other facilities are appropriate at both premises.

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 ☐ NA
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 rooms that are booked in hotels are of a good quality and are suitably equipped to ensure the effective delivery of the courses.
The participants confirmed that the training room was appropriate and of a good size and appropriate layout.

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

There is good wireless connectivity at the hotels should the participants wish to carry out their own research or private work. Trainers prepare their training material before the start of the course. However, amendments can be made to the material using the equipment in the training room if required.

There are good spaces in the hotels for participants to relax and for consuming refreshments. Coffee and tea are provided in the training room throughout the course. There are also good spaces at the LSE, where the administrative office is based, that are suitable for relaxation and there are many outlets where food and drink can be bought in the vicinity of the administrative office. There is no need for storage facilities as the participants keep their belongings with them.

The administrative office and the surrounding spaces at the LSE are adequate for the effective administration of the Provider and to hold meetings and prepare the training material.

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 CEO is very well qualified and experienced to carry out his role effectively.
There are effective systems for monitoring and periodically reviewing all aspects of the Provider's performance.

Actions Required	Priority H/M/L
5.1 Any pre-requisites, for example that the participant has undertaken a basic course before attending an advanced course, must be consistently included in course descriptions seen by prospective participants.	☐ High ☒ Medium ☐ Low
7.4 A formal mechanism for reporting on the Provider's response to participants' feedback must be developed.	☐ High ☒ Medium ☐ Low

TEACHING, LEARNING AND ASSESSMENT

Provider's Strengths

The use of the pre and post-course test provides a very effective method to demonstrate the learning that has taken place as a result of attending the course.
The process used to observe trainers and provide resulting feedback is highly effective in encouraging and supporting improvement.

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

PARTICIPANT WELFARE

Provider's Strengths

The provision of information to the participants, both prior to and during the training course, is very effective in ensuring that they are aware of what to expect from the course.

Actions Required	Priority H/M/L
17.5 A policy that is aimed at participants to avoid discrimination and a published procedure for dealing with any abusive behavior must be developed.	☐ High ☒ Medium ☐ Low

PREMISES AND FACILITIES

Provider's Strengths

Training courses are held in good quality hotels in central London.

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

RECOMMENDED AREAS FOR IMPROVEMENT

To be reviewed at the next inspection

The Provider is recommended to keep the size of the administration team under review if the Provider develops its provision as planned.

The Provider should include a consistent level of detail relating to all the courses on its website, including the target audience, and finalise all the sections of the website, such as the one relating to participants' testimonials.

The Provider should consider obtaining formal written feedback from the trainers and the participants' employers to maximise the opportunities to identify areas to improve.

The course timetable should include an outline of the various interactive and group activities that form part of the courses in order to encourage consistency in the event that the course is delivered by a new trainer.

The policy wording relating to radicalisation and extremism should reflect the current situation of the Provider and include a process for dealing with any issues that may arise.

COMPLIANCE WITH STATUTORY REQUIREMENTS