

BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

Short Course Provider (SCP) Full Inspection

NAME OF PROVIDER: Wren Kitchens Manufacturing Training Academy

ADDRESS: The Nest
Falkland Way
Barton upon Humber
North Lincolnshire
DN18 5RL

HEAD OF INSTITUTION: Mr Trevor Nixon

DATE OF INSPECTION: 7-8 October 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: 28 November 2019

1. Background to the institution

Wren Kitchens Manufacturing Training Academy (the Provider) is a part of Wren Kitchens Limited, the largest kitchen manufacturing company in Europe. The Provider has been set up to train employees of the company and offers short work-related courses, which are currently non-accredited, to its own employees. There are three training academies, one at each manufacturing site. Only the Barton upon Humber site, which has over 4,500 employees, will be included in the BAC accreditation.

The Provider started in 2018 with the delivery of some pilot programmes. In 2019, the Provider started to offer its first full year of training. The aims and objectives are to provide training programmes to ensure all employees are fully trained in all requirements of their job roles, including health and safety. It offers a one-day induction programme and short in-house courses mostly one to four hours in length in a range of work-related areas.

Wren Kitchens Limited is owned by a sole proprietor supported by a board of directors. The Health and Safety Environment (HSE) Manager has overall responsibility for the training provision and is supported by the Training Supervisor and a team of training and administration staff.

One floor of the factory is divided up to provide a classroom, a simulated workshop area and computer learning stations. Each academy has a simulated factory, with items such as marshalling trolleys, rollers and racking as well as cabinets, cookers, fridges and larder units so that manual handling and product care training are realistic and carried out in a safe and controlled environment.

2. Brief description of the current provision

The short courses generally run as face-to-face classroom instruction with practical exercises, within a controlled working environment, together with some e-learning instruction and one-to-one training on specialist machines. A wide range of courses are offered such as accident reporting, permit to work, hazardous waste clean-up, manual handling, control of substances hazardous to health (COSHH) and decanting. During the inspection, the induction course was running, together with hazard spotting, hand safety and one-to-one machine training courses.

There are approximately five or six short courses running each week with an average total of 126 participants. At the time of the inspection, there were 56 participants enrolled on five courses. The maximum capacity is 180 participants per week.

The majority of participants are of Polish origin. It also includes United Kingdom nationals with English as their first language and these are the second largest group followed by other nationalities including Lithuanian, Latvian, Romanian, Russian and Portuguese. The training department often provides training in the native tongue of the participants. All employees on the training programmes are aged 18 or over with the majority being male.

Enrolment is on a continuous basis and is controlled by the Training Supervisor. Courses are set up a week in advance depending on the demands of the business. A duplicate course is run every Friday for those who are unable to attend the first course offered.

3. Inspection process

The inspection was carried out by one inspector over two days. Staff were interviewed, including the HSE Manager, the Training Manager and the Training Supervisor, as well as human resources personnel and trainers. Meetings were held with participants and staff. Observations of teaching and learning took place and documentation was scrutinised. The organisation co-operated very effectively with the inspection to provide all necessary information.

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 including those working at the delivery venue or remotely.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
1.4	The provider has a written statement of its mission and goals that effectively guides its activities, is communicated to all stakeholders and is effectively implemented and regularly reviewed.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
1.5	The provider has a written risk management strategy, which includes financial planning and is effectively implemented and regularly reviewed.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

This standard is judged to be:

Met Partially Met Not Met

Comments

The management structure is clearly defined through the organisation chart and management authority is fully understood.

The HSE Manager has overall responsibility for the Provider, supported by the Training Supervisor. Both are very experienced within the industry and suitably qualified for their role. They understand their responsibilities and carry them out effectively.

Channels of communication are clear, and meetings are held with the training team every morning. Trainers and administrators confirmed that clear targets are set. Weekly meetings evaluate and record progress against the targets. Electronic systems are also used to communicate information and an application has been devised to simplify the administration and collect and collate information quickly. This is still being trialled and adapted but has the potential of further improving communication and record keeping.

The Provider has a written statement of its mission and goals which was presented and agreed by Directors, Site Vice-Principals (VPs) and the Site Health and Safety Managers. The goals focus around health and safety and are clearly communicated and understood by participants. They are very well implemented, regularly updated and reviewed to fit in with current regulations.

Risk management is covered by Wren Kitchens. The Provider is integral to the business. All employees undertake relevant training as part of their job-role. No one is allowed to operate a machine alone until they have been trained and passed an assessment.

2. The administration of the provider is effective

2.1	Administrators are suitably qualified and/or experienced, understand their specific responsibilities and duties and are effective in carrying them out.	<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	Administrative policies, procedures and systems are up-to-date, thorough, well-documented and effectively disseminated across the provider.	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
2.5	Data collection and collation systems are effective in supporting the administration of the provider.	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
2.6	Participants' and trainers' personal records are sufficiently detailed and regularly updated.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
2.7	The provider has a robust security system with policies in place for protecting the data of its participants and trainers.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

This standard is judged to be:

Met Partially Met Not Met

Comments

Administrators understand their job roles and are suitably qualified and experienced. They receive on the job training and are effective in discharging their responsibilities.

The size of the team is sufficient and the available support is clearly documented and understood. Administrative policies and procedures are up to date.

2.4 Many administrative procedures are informally communicated orally within the small team and are not well documented. The documentation of procedures was greatly improved during the inspection.

Data collection systems relating to the identification of training needs and the provision of training programmes to individuals are effective.

The provider has recently introduced student and manager feedback sheets and instituted procedures for the collation and analysis of feedback.

2.5 Data regarding aspects, such as performance and feedback, has not, so far, been systematically collected, collated and analysed.

Participant and trainer records are regularly updated. There is a robust security system to protect data across the company.

3. The provider recruits appropriate staff

3.1	There are appropriate policies and effective procedures for the recruitment of suitably qualified and experienced staff which include, for self-employed staff, the development of a signed performance service level agreement.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
3.2	Experience and qualifications are appropriately checked and verified before recruitment and records are accurately maintained.	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
3.3	The recruitment process for trainers working remotely includes a face-to-face online interview.	<input type="checkbox"/> Yes	<input type="checkbox"/> No <input checked="" type="checkbox"/> NA
3.4	There is an effective system for regularly reviewing the performance of all staff, which, for trainers, includes regular, scheduled course delivery observations.	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
3.5	Managerial and administrative staff are appropriately supported in their continuing	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

professional development.

This standard is judged to be:

Met Partially Met Not Met

Comments

Policies and procedures for staff recruitment are the responsibility of the human resources department. Application and new starter forms are issued and right to work checks are carried out effectively. There are no self-employed staff in the training department.

3.2 Experience and qualifications are not always verified and records of references being taken up are incomplete.

There are no trainers working remotely.

There is an appropriate appraisal system for reviewing staff performance. Agreed documentation to record observations of course delivery has been recently developed and observation has become part of the documented processes and procedures.

3.4 For trainers, the appraisal system has not to date included regular, documented course delivery observations to encourage development and consistency. Appraisals do not include a monitored development action plan.

Managerial and administrative staff receive appropriate training opportunities. Staff confirmed that they were well supported in their professional development and the Provider has an ethos of supporting on-the-job training.

4. Publicity materials, both printed and online, provide a comprehensive, up-to-date and accurate description of the provider and its courses

- | | | | |
|-----|--|---|--|
| 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. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| 4.2 | Information on the courses available is comprehensive, accurate and up to date. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| 4.3 | The provider's key policies are accessible through the website. | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No |

This standard is judged to be:

Met Partially Met Not Met

Comments

Publicity materials, both printed and online give an accurate picture of Wren Kitchens Limited, which includes location, premises, resources and facilities.

Limited information on courses is available. The Provider's employees receive information about the training they need to undertake when they are informed of their place on a course. Steps have been taken recently to provide appropriate pre-course information to employees and give details of the training programmes on offer. There is now a brochure of available courses and what they cover on every employee notice board throughout the factory.

The Provider's policies are available on a shared cloud-based system within the factory. This can be accessed by personnel with supervisor status or above. In addition, all policies are contained in the Employee Handbook. This is appropriate as all the participants are employees of the Provider.

4.3 The Provider's policies are not on the website to improve their accessibility and to raise awareness.

5.	The provider takes reasonable care to recruit and register suitable participants for its courses	
5.1	The provider ensures that the specific courses on which participants are registered are likely to meet the participants' expectations and needs.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
5.2	Entry requirements for each course, including those relating to language ability, where applicable, are set at an appropriate level and clearly stated in the course descriptions read by prospective participants.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> NA
5.3	A formal application and selection process ensures that participants meet the entry requirements.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> NA
5.4	Applicants are provided with sufficient information to enable them to make a judgment on the suitability of the courses and their delivery methods and can discuss any concerns before registration.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
5.5	The provider replies to all application enquiries in line with its appropriate target response times and all stakeholders are briefed properly on the nature and requirements of its programmes.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> NA
5.6	Overseas recruitment agents are properly selected, briefed, monitored and evaluated.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> NA
5.7	The provider has effective systems to identify participants who have special educational needs and disabilities requiring additional learning support or other assistance.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

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

Comments

The Provider ensures the training is relevant to the workplace and meets the needs of the participants very well. There are no entry requirements as all participants are employees.

Information on all courses is available on noticeboards throughout the factory and there are good communication channels between the employees, the staff in the training academy and the Head of the Provider.

Participants are chosen by the company to receive necessary training for their job roles. There is no application process and no recruitment agents are used.

The Provider offers effective support for participants with language needs. Courses are run in both English and Polish. Translators for other languages are used where necessary. Participants with other needs are given extra time and support to enable them to reach the required level of understanding or skill.

6.	There is an appropriate policy on participant attendance and punctuality and effective procedures and systems to enforce it	
6.1	There is a clear policy on participant attendance and punctuality, which is communicated to all participants and other stakeholders.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
6.2	Accurate and secure records of attendance and punctuality at each session are kept for all participants, collated centrally and regularly reviewed.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
6.3	Participant absences are followed up promptly and appropriate action is taken.	<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

There is an appropriate attendance policy. All participants are employees and therefore already on site so attendance levels are good and punctuality is not an issue.

Accurate records are kept of attendance in each session. These are then collated electronically and reviewed weekly.

Participant absence is followed up promptly. If they are unable to attend a training session, they attend the duplicate session at the end of the week instead.

7. The provider has effective systems to monitor its own standards and assess its own performance with a view to continuous improvement

7.1	There are effective systems for monitoring and periodically reviewing all aspects of the provider's performance.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
7.2	The provider has effective mechanisms for obtaining feedback from participants and other relevant stakeholders, such as staff, partners and employers, on all aspects of the provider's provision, including formal participant representation where appropriate.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
7.3	Feedback is obtained, recorded and analysed on a regular basis.	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
7.4	The feedback is reviewed by management and appropriate action is taken.	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
7.5	There is a mechanism for reporting to the participants what the provider has done in response to their feedback.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
7.6	Reports are compiled at least annually, which include the results of the provider's performance reviews, an analysis of appropriate data, including participant feedback, and action plans.	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
7.7	Action plans are implemented and regularly reviewed with outcomes reported to management.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

This standard is judged to be:

Met Partially Met Not Met

Comments

Effective quality assurance systems for reviewing performance are in place. Participation satisfaction surveys have been designed and were used during the inspection. A system for obtaining feedback from other stakeholders has also been instituted.

7.3 Recording and analysis of feedback had not been done by the time of this inspection although processes and procedures have now been changed and in future will include the regular collection, collation and analysis of student feedback.

7.4 Feedback had not been collected and reviewed at the time of this inspection. However, the Provider's action plan, with objectives and targets for 2019, now includes feedback forms to monitor and analyse training courses and includes setting up meetings to discuss and analyse feedback data.

There is a mechanism for responding to participant feedback on company notice boards.

7.6 There are plans to compile monthly reports which will inform the 2019 annual evaluation report. This will provide a benchmark for 2020.

Action plans are being used to improve provision and are implemented effectively and monitored in regular meetings by management. An annual quality improvement action plan will be completed at the end of the first full year of training.

INSPECTION AREA – TEACHING, LEARNING AND ASSESSMENT

8. Course management is effective

8.1	There is a suitably qualified and/or experienced course manager or management team with responsibility for course delivery and the management of the trainers.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
8.2	Training sessions are timetabled and rooms are allocated appropriately for the courses offered.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
8.3	The allocation of trainers to courses provides a consistent learning experience and delivery is monitored to ensure consistency across all provision.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
8.4	The commissioning of individual course materials is managed effectively and the content and style of the materials are checked to ensure standardisation across the provision.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
8.5	There are appropriate policies and procedures for the acquisition of teaching / training and learning resources, which ensure that all trainers have access to the appropriate quantity and quality of resources on the day(s) of the course for the benefit of the participants.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

This standard is judged to be:

Met Partially Met Not Met

Comments

The course management team is suitably experienced and qualified and further professional development is actively encouraged. The course design ensures that the needs of the participants are met and they develop the necessary understanding and skills to perform their job roles effectively and safely. Trainers are managed effectively and supported in their role.

Training sessions are timetabled efficiently and the training area is highly appropriate for the training delivery.

The members of the training team work closely together to provide a consistent training experience. Training session observations take place making use of a recently designed observation form template.

Delivery is supported by well-designed training resources with a consistent style. These are matched very effectively to

the training needs of the business.

There are appropriate procedures for resource acquisition requests. Trainers have access to appropriate resources that are relevant to the needs of the participants and include simulated learning activities making use of real equipment which allows them to learn in a safe and controlled environment.

9. The courses are planned and designed in ways that enable participants to succeed

9.1	The courses' design and content reflect current knowledge and practice and are regularly reviewed and revised.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
9.2	Courses are designed in ways that allow participants to develop the knowledge and skills required for final examinations and/or assessments or which meet the needs of their employers.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No <input type="checkbox"/> NA
9.3	Course materials are designed for a specific and clearly stated level of study and include appropriate support material.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No <input type="checkbox"/> NA
9.4	Course materials are appropriately presented and sufficiently comprehensive to enable participants to achieve the course objectives.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
9.5	Teaching/training sessions maintain an appropriate focus on any assessment objectives or statement of intended learning outcomes established by the awarding and/or examination body.	<input type="checkbox"/> Yes	<input type="checkbox"/> No <input checked="" type="checkbox"/> NA
9.6	The courses are designed so that participants are encouraged and enabled to develop independent learning skills.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No <input type="checkbox"/> NA
9.7	The academic and/or professional backgrounds and particular support needs of participants are taken into account in the planning and design of the course.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

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

Comments

The design and content of courses are constantly revised to reflect current knowledge and practice and meet the training needs of employees very well. There is also an annual review to ensure the course content accurately reflects the current health, safety and environmental policies.

Courses enable participants to develop the knowledge and skills demanded by their employers. Training programmes meet specific needs and include appropriate and relevant support material.

There is no awarding body, however, there is an appropriate focus on the learning outcomes demanded by the business.

The language skills of the employees are taken into account and training is often delivered in their native language. At other times interpreters are used to ensure understanding.

10. Trainers are suitable for the courses to which they are allocated and are effective in their delivery

10.1	Trainers have a level of subject knowledge, pedagogic and communication skills which allows them to deliver courses effectively.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
10.2	Trainers are supported in their continuing professional development and are enabled to develop further pedagogic techniques to enhance the learning of participants.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No <input type="checkbox"/> NA
10.3	Trainers respond to the different backgrounds and particular support needs of participants in their delivery of the teaching/training sessions.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
10.4	Trainers employ effective strategies to involve all participants in active participation and to check their understanding of concepts and course content.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

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

Comments

Trainers have good subject knowledge and deliver courses effectively.

There is an ethos of on-the-job training and trainers are supported in their continuing professional development and encouraged to develop their teaching skills.

Trainers respond to different needs of their participants, particularly their language needs. Interpreters are used where necessary. Participants needing more help are given extra time and support.

Effective strategies are used by trainers to engage participants and training includes how to handle real situations in a simulated and controlled environment. Training also takes place on the shop floor in the working environment and participants are not signed off to operate machines, for example, until their skills have been thoroughly assessed.

Questioning is generally used effectively to monitor understanding, although in a minority of cases only some of the more confident participants answered and it was unclear if all participants had understood. Additional worksheets and computer-based learning enable trainers to check the learning and comprehension of the participants effectively.

The classes are delivered by a trainer who uses English or Polish according to the language needs of the class to ensure consistency.

11. Participants receive appropriate assessment and feedback on their performance and progress, both of which are effectively monitored

11.1	Courses include a schedule of assessments, the procedures and criteria for which are available in writing and are provided in advance to participants and trainers.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> NA
11.2	Ongoing assessments appropriately reflect the content and standards of final assessments.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> NA
11.3	Assessment outcomes are monitored to enable the identification of participants who are not making satisfactory progress and prompt intervention takes place if required.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> NA
11.4	Participants are made aware of how their progress relates to their target level of achievement.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> NA
11.5	Additional support and/or advice on alternative programmes are provided to participants who are judged not to be making sufficient progress.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> NA
11.6	Feedback is given to individual participants on a regular basis, tailored to meet their specific needs and constructive in its nature and delivery.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
11.7	Participants have appropriate access to trainers outside the scheduled course delivery time.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> NA
11.8	The provider takes appropriate steps to identify and discourage cheating and plagiarism and penalises offenders.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input checked="" type="checkbox"/> NA
11.9	Realistic deadlines are set and communicated well in advance to participants and any required coursework and revision periods are scheduled in advance.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input checked="" type="checkbox"/> NA
11.10	Prompt action is taken when participants miss deadlines or when the work submitted is not of a satisfactory standard.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input checked="" type="checkbox"/> NA

This standard is judged to be:

Met Partially Met Not Met

Comments

Relevant courses, such as machine training, include a schedule of assessments with written procedures and criteria which are provided in advance to participants and trainers. All assessment must be successfully completed before participants are allowed to operate a machine by themselves. Assessment outcomes are monitored and extra support provided if necessary.

Participants are aware of their progress and what they need to do to reach the required standard.

Additional support is provided to participants who do not make sufficient progress. If this impacts on their work role and they are not able to develop the required skills, they are moved to a different role that better suits their skills.

Constructive feedback is given to individual participants on a regular basis. This is particularly true in the one-to-one machine training courses where employees undertake assessments to judge their proficiency before they can operate the machinery alone.

The Provider operates an open-door policy and participants can raise queries with members of staff at any time.

Plagiarism is not a relevant the nature of the courses.

Course work is not a requirement and, although participants' competence is assessed in their job role, there is no requirement for revision periods. Deadlines are not applicable.

12. The provider offers courses leading to accredited awards granted by recognised awarding bodies (if applicable)

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

Comments

13. There is a clear rationale for courses leading to unaccredited or internal awards i.e. awards that are made on the basis of the outcomes of formal internal assessment methods (if applicable)

- 13.1 There is a clear statement of the level claimed relative to the RQF, CQFW or SCQF and evidence that participants who receive the award meet the stated requirements for that level. Yes No NA
- 13.2 There is evidence of the extent to which the awards are accepted for the purposes of employment or further study. Yes No NA
- 13.3 External moderators are involved in the assessment process. Yes No NA

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

Comments

14. There are satisfactory procedures for the administration of examinations and other means of assessment (if applicable)

14.1	The provider complies with the requirements of the relevant awarding bodies in terms of examination security and administration.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> NA
14.2	For internal awards, there are effective systems in place for examination security and administration.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> NA
14.3	For internal awards, there are clear procedures for participants to appeal against their marks.	<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

15. There is appropriate provision of advice for participants intending to proceed to employment or higher/further education (if applicable)

15.1	Participants have access to advice from an appropriate staff member on further study and career opportunities.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> NA
15.2	If the provider offers courses preparing participants for higher/further education, they have access to prospectuses and advice from a designated staff member both on selecting courses and institutions and on the application process.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input checked="" type="checkbox"/> NA

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

Comments

There are four recognised employment levels within the company and participants can progress from one level to another. Relevant information is provided on how this can be achieved where appropriate.

The Provider does not offer courses preparing participants for further or higher education.

INSPECTION AREA - PARTICIPANT WELFARE

16. Participants receive welfare support appropriate to their age, background and circumstances

16.1	There is at least one named staff member responsible for participant welfare who is suitably trained and/or experienced, accessible to all participants and available to provide advice.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
16.2	Participants receive appropriate information, advice and guidance before the start of the course.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No <input type="checkbox"/> NA
16.3	Participants receive an appropriate induction and relevant information at the start of the programme.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
16.4	Participants are issued with a contact number for out-of-hours and emergency support.	<input type="checkbox"/> Yes	<input type="checkbox"/> No <input checked="" type="checkbox"/> NA
16.5	The provider has policies to avoid discrimination and a procedure for dealing with any abusive behaviour, including cyberbullying, and these are effectively implemented.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
16.6	Effective safeguarding arrangements are in place for participants under the age of 18 and vulnerable adults, which are regularly reviewed.	<input type="checkbox"/> Yes	<input type="checkbox"/> No <input checked="" type="checkbox"/> NA
16.7	A suitable policy and effective arrangements are in place to protect participants from the risks associated with radicalisation and extremism.	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

- | | | | | |
|------|--|---|-----------------------------|-----------------------------|
| 16.8 | There is an e-policy in place that references any existing staff and participant codes of conduct and covers participants' on-site use of social media and devices such as mobile telephones, tablets and cameras. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> NA |
| 16.9 | The provider collects contact details for participants and their next of kin and appropriate staff can access the information quickly and easily, in and out of normal operating hours. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No | |

This standard is judged to be:

Met Partially Met Not Met

Comments

The Head of the Provider is suitably experienced and is responsible for participant welfare. He has an open-door policy and is available to provide advice. He is supported effectively by the Training Supervisor.

Participants are able to access pre-course information before the start of the course by obtaining it from the notice board. The courses they do are required by their job roles and they are informed when there is a place for them. Participants receive an appropriate induction and relevant information when the course starts.

All participants are employees of the company and there is no need for them to make contact with the Provider out of hours.

There are policies to promote equal opportunities and avoid discrimination, together with procedures for dealing with abusive behaviour including cyber-bullying. These policies are contained in the Employee Handbook.

There are no participants under the age of 18.

There is a risk assessment in place to minimise the risks associated with radicalisation and extremism. The HSE Manager and the Training Supervisor have received suitable training.

16.7 However, other trainers have not yet received training in the prevention of radicalisation and extremism. A suitable policy has been written but has not yet been signed off and is, therefore, not yet available for implementation.

The employees' handbook includes a suitable e-policy.

The company has all necessary contact details which can be accessed quickly when necessary.

17. International participants are provided with specific advice and assistance (if applicable)

- | | | | |
|------|---|------------------------------|-----------------------------|
| 17.1 | International participants receive appropriate advice before their arrival on travelling to and living in their host country. | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 17.2 | International participants receive an appropriate induction upon arrival covering issues specific to the local area. | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 17.3 | Information and advice specific to international participants continues to be available throughout their course of study. | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 17.4 | Provision of support takes into account cultural and religious considerations. | <input type="checkbox"/> Yes | <input type="checkbox"/> No |

This standard is judged to be:

Met Partially Met Not Met NA

Comments

18. The fair treatment of participants is ensured

- 18.1 Participants apply for and are enrolled on courses under fair and transparent contractual terms and conditions, which include appropriate refund arrangements and a cooling-off period Yes No NA
- 18.2 Participants have access to a fair complaints procedure of which they are informed in writing at the start of the course. Yes No
- 18.3 Participants are advised of BAC's complaints procedure. Yes No NA

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

Comments

All employees are expected to attend relevant courses as part of their conditions of employment.

Participants have access to an appropriate grievance and complaints procedure, about which they are informed during the induction.

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

- 19.1 Any residential accommodation is clean, safe and of a standard which is adequate to meet the needs of participants. Yes No
- 19.2 Any residential accommodation, where participants under 18 are accommodated, is open to inspection by the appropriate authorities, including Ofsted. Yes No NA
- 19.3 Clear rules regarding fire safety and other health and safety procedures are in place and appropriate precautions are taken for the security of participants and their property. Yes No
- 19.4 A level of supervision is provided which meets the needs of participants. Yes No
- 19.5 Appropriate measures are in place to ensure that participants under the age of 18 and those over the age of 18 are separated when allocating accommodation. Yes No NA

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

Comments

20. The welfare of participants in homestay accommodation is ensured and the provider's relationship with the hosts is properly managed (if applicable)

- 20.1 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
- 20.2 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
- 20.3 The provider has appropriate contracts in place with any hosts, clearly setting out the rules, terms and conditions of the provision. Yes No
- 20.4 Appropriate advice and support is given to both hosts and participants before and during the placement. Yes No

20.5 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

21. Participants have access to an appropriate social programme and information on leisure activities in the local area (if applicable)

21.1 Participants are provided with appropriate information on opportunities for participation at events and other leisure activities which may be of interest. Yes No NA

21.2 The social programme is responsive to the needs and wishes of participants. Yes No NA

21.3 Any activities within the social programme have been chosen with consideration for their affordability for the majority of participants. Yes No NA

21.4 The activities organised by the provider are effectively supervised by a responsible adult representative with suitable qualifications and/or experience. Yes No NA

21.5 Off-site social activities are subject to an appropriate risk assessment and suitable safeguards are put in place as a result. Yes No NA

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

Comments

INSPECTION AREA – PREMISES AND FACILITIES

22. The provider has formal arrangements in place that mean it has possession of and/or access to suitable premises

22.1 The provider has formal arrangements in place that mean it has possession of and/or access to suitable premises. Yes No

22.2 The provider has access to suitable external premises of a temporary or occasional nature for training purposes. Yes No NA

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

Comments

The company owns all its manufacturing and training sites. Additional external premises are not needed.

23. The premises provide a safe, secure and clean environment for participants and staff

23.1	Access to the premises is appropriately restricted and secured.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
23.2	The premises are maintained in an adequate state of repair, decoration and cleanliness.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
23.3	There are specific safety rules in hazardous areas, for example, science laboratories, which are readily accessible to participants, staff and visitors.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No <input type="checkbox"/> NA
23.4	General guidance on health and safety is made available to participants, staff and visitors.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
23.5	There is adequate signage inside and outside of the premises and notice boards for the display of general information.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
23.6	There is adequate circulation space for the number of participants and staff accommodated, and a suitable area in which to receive visitors.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
23.7	There are toilet facilities of an appropriate number and level of cleanliness.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
23.8	There is adequate heating and ventilation in all rooms.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

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

Comments

The premises provide an excellent, very secure environment. Access is appropriately restricted and entrances are manned continuously by a dedicated security team.

The premises are well maintained and in an excellent state of repair, decoration and cleanliness.

Health and safety are given a high priority throughout the company with well implemented procedures and specific safety rules in hazardous areas. All visitors must wear high visibility jackets and be accompanied. Training is provided for all employees on safe practices. General guidance is given to visitors at the gate when they must acknowledge the health and safety information on the computer before being issued with a badge.

There is adequate signage regarding emergency exits and other health and safety requirements, including on notice boards.

Facilities are excellent with sufficient space for all necessary activities.

Toilet facilities are clean, hygienic and of sufficient number.

Heating and ventilation are adequate and air conditioning has been installed in the training rooms.

24. Training rooms and other learning areas are appropriate for the courses offered

24.1	Training rooms and other learning areas provide adequate accommodation for the teaching/training sessions allocated to them.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
24.2	Training rooms and any specialised learning areas, for example, laboratories, workshops and studios, are equipped to a level which allows for the effective delivery of each course.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
24.3	There are facilities suitable for conducting the assessments required for each course.	<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

Training rooms and simulated factory areas provide excellent accommodation conducive to learning.

Specialised learning areas are equipped to an excellent standard with a simulated factory area which enables very effective training to be delivered.

Facilities are suitable for conducting any necessary assessments.

25. There are appropriate additional facilities for participants and staff

25.1	Participants have access to sufficient space, which could include a library and suitable Information Technology (IT) facilities so that they can carry out their own private work and/or study.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
25.2	Trainers have access to sufficient personal space for preparing teaching/training sessions, marking work and relaxation.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No <input type="checkbox"/> NA
25.3	Participants and staff have access to space and facilities suitable for relaxation and the consumption of food and drink, including facilities that are located outside the premises.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
25.4	There are individual offices or rooms in which teachers/trainers and senior management can hold private meetings and a room of sufficient size to hold staff meetings.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
25.5	Administrative offices are adequate in size and are resourced for the effective administration of the provider.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

This standard is judged to be:

Met Partially Met Not Met

Comments

Participants have access to sufficient space and Information Technology (IT) facilities so that they can carry out their own study.

There is adequate space for trainers to prepare sessions and to relax. The training floor contains office space for preparation and the company provides facilities for relaxation, including a gymnasium for trainers and participants. There are six canteens on site for the consumption of food and drink.

Meeting rooms and offices are sufficient for the needs of the Provider. Administrative offices are adequate in size and well resourced.

INSPECTION AREA – ONLINE DISTANCE AND BLENDED LEARNING COMPONENT (if applicable)

26. Management, staffing and administration of online, distance and blended learning component

26.1	Senior managers have an understanding of the specific requirements of online, distance and blended learning.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
26.2	Data collection and collation systems include the logging of trainer and participant submissions and interaction and appropriate action is taken if the timeliness of these falls below expectations.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
26.3	There are established processes which enable the provider to verify that the participant who is registered on the programme is the same person who attends, completes the programme and receives any programme credit.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
26.4	Staff monitor the online activity of participants and trainers and take action immediately if there are concerns about cyberbullying or other online risks to participants.	<input type="checkbox"/> Yes	<input type="checkbox"/> No

This standard is judged to be:

Met Partially Met Not Met NA

Comments

27. Online course management is effective

27.1	There is a suitably qualified manager or management team with experience of online, distance and blended learning, who have responsibility for programme delivery and the management of the trainers.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
27.2	The provider has a sufficient number of qualified online trainers to give individualised instructional service to each learner.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
27.3	The allocation of online trainers to courses provides a consistent learning experience and delivery is monitored to ensure consistency.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
27.4	Online delivery methods are sufficient to attain the stated course objectives and intended learning outcomes.	<input type="checkbox"/> Yes	<input type="checkbox"/> No <input type="checkbox"/> NA
27.5	Online programme designers make effective use of appropriate teaching aids and learning resources.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
27.6	Suitable additional study aids are provided through investment in technology and/or issuing supplementary study materials.	<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

28. Trainers have an acceptable level of technical knowledge

28.1	Trainers demonstrate an understanding of the special challenges and demands of online, distance and blended learning.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
28.2	Online trainers are properly and continuously trained with respect to provider policies, participant needs, instructional approaches and techniques and the use of appropriate instructional technology.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
28.3	Performance review procedures for online trainers incorporate regular monitoring of their feedback to participants.	<input type="checkbox"/> Yes	<input type="checkbox"/> No

This standard is judged to be:

- Met Partially Met Not Met NA

Comments

29. The enrolment process is comprehensive, transparent and supportive to applicants

29.1	Participants are made aware of the necessary level of digital literacy required to follow the stated programmes.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
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This standard is judged to be:

Met Partially Met Not Met NA

Comments

30. Online services provided meet the reasonable needs of participants

30.1 Instructions and suggestions on how to study and how to use the learning materials are made available to assist participants in learning effectively. Yes No

30.2 Staff are available to assist participants to resolve issues of a general and/or technical nature and all enquiries from participants are handled promptly and sympathetically. Yes No

30.3 The provider ensures that participants understand any system requirements and have access to appropriate technical advice to assist with technological problems which are the provider's responsibility. Yes No

30.4 The provider supports and encourages peer interaction through a variety of channels such as social media and virtual learning environment platforms. Yes No

This standard is judged to be:

Met Partially Met Not Met NA

Comments

31. The technology used to deliver the programmes is fit for purpose and effective

31.1 The provider uses appropriate and readily accessible technology to optimise the interaction between the provider and the participant and to enhance instructional and educational services. Yes No

31.2 The provider has access to the services of an experienced IT technician who can ensure that systems are operative at all times and provide appropriate support to trainers and staff working remotely. Yes No

This standard is judged to be:

Met Partially Met Not Met NA

Comments

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

There is a passionate commitment to training every employee to work effectively and safely.

Staff are very responsive to ideas for improving quality and have the flexibility and commitment to implement new systems quickly.

There are innovative ideas to improve practice such as the production of an electronic application which is still being trialled and improved. This will simplify administration and collect and collate information quickly.

Actions Required	Priority H/M/L
2.4 The Provider must ensure that all administrative policies and procedures are well documented and effectively disseminated.	<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low
2.5 Data collection and collation systems must include accurate feedback and performance data to inform improvement.	<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low
3.2 All staff employment records must be fully up to date and experience and qualifications must be verified.	<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low
3.4 The Provider must implement plans to review staff performance to include documented course delivery observations for trainers.	<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low
4.3 The Provider's policies must be included on the website to improve their accessibility and to raise awareness.	<input type="checkbox"/> High <input type="checkbox"/> Medium <input checked="" type="checkbox"/> Low
7.3 Feedback must be obtained, collated and analysed on a regular basis to inform improvement.	<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low
7.4 The Provider must ensure that feedback is reviewed by management and action taken for improvement.	<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low
7.6 The Provider must implement plans to compile appropriate annual reports.	<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low

TEACHING, LEARNING AND ASSESSMENT

Provider's Strengths

The learning programmes are extremely relevant to the needs of the employees and are designed to ensure efficiency and safe practices.

Courses are well planned and organised within the context of the workplace.

Use of real equipment in a simulated factory setting enables the use of realistic exercises to improve skills and understanding in a safe and controlled environment.

Excellent use of one-to-one training on the workshop floor to enable safe and efficient use of machinery.

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

PARTICIPANT WELFARE**Provider's Strengths**

There is a high level of commitment to ensuring all participants are safe when attending the training and in the whole workplace environment.

Actions Required**Priority H/M/L**

16.7 The Provider must fully implement the radicalisation and extremism policy and ensure that all trainers have received appropriate training.

High Medium Low

PREMISES AND FACILITIES**Provider's Strengths**

There is an excellent, purpose-built training facility that is fully equipped with separated areas for practical demonstrations, classroom courses and offices, and which includes a simulated work environment.

Actions Required**Priority H/M/L**

None

High Medium Low

ONLINE DISTANCE AND BLENDED LEARNING COMPONENT (if applicable)**Provider's Strengths**

Not applicable

Actions Required**Priority H/M/L**

High Medium Low

RECOMMENDED AREAS FOR IMPROVEMENT

To be reviewed at the next inspection

It is recommended that the Provider includes a monitored development action plan as part of staff appraisal to enable the effective identification of support needs.

It is recommended that the Provider expands its use of the company's website to include course information and publicity in order to raise the profile and to increase awareness and understanding of the courses on offer.

It is recommended that the Provider should include punctuality in its attendance policy to clarify expectations.

The Provider should implement its mechanisms for obtaining feedback from participants and other relevant stakeholders to identify areas of strength and areas for improvement.

It is recommended that tutor training should take place on questioning techniques and how to ensure all participants are involved in answering questions.

COMPLIANCE WITH STATUTORY REQUIREMENTS

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