

BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

INTERIM INSPECTION (Short Course Provider)

PROVIDER: Zenith Professional Training

ADDRESS: Astra House
Arklow Road
Deptford
London
SE14 6EB

HEAD OF PROVIDER: Mr Suraju Oladapo Ayoola

ACCREDITATION STATUS: Accredited

DATE OF INSPECTION: 26 November 2019

ACCREDITATION COMMITTEE DECISION AND DATE: Continued accreditation 20 February 2020

PART A – INTRODUCTION

1. Background to the provider

Zenith Professional Training (ZPT/the Provider) was incorporated as a private limited company on 10 June 2009. It began operating in October 2010 and the administrative office is based in Deptford, London. The Provider offers short training courses which are not subject to external accreditation. Subjects offered include leadership and management, public relations and finance and accounting. The Managing Director is the majority shareholder and is supported by two administrators and the Quality Assurance and Training Manager.

ZPT aims to gain a good reputation, especially in the Nigerian oil and gas industry, as a leading provider of corporate and management training in the areas of leadership, marketing, strategic management, public relations, finance and accounting, oil and gas, travel and tourism, and education and security.

ZPT is looking to expand its short course provision in both international and United Kingdom (UK) markets through developing products that meet industry and client needs and are of a high quality.

2. Brief description of the current provision

The Provider offers short courses in leadership and management, public relations, public sector procurement, finance and accounting, oil and gas, travel and tourism, information technology, and security and safety. These courses are unaccredited and are often adapted to meet the individual needs of participants or their sponsor organisations.

ZPT also runs a five-day security course. This course consists of four days teaching and one day of practical activities involving physical intervention. Towards the end of the fourth day, the delegates sit an external multiple-choice examination for the Level 2 Door Supervision qualification. This qualification is accredited and certified by Highfield Awarding Body for Compliance (HABC). The course is designed for UK participants who wish to qualify for jobs in the security industry. It is approved by the Security Industry Authority (SIA).

ZPT has run over 18 short courses during the past financial year. Almost all these courses were run at the Provider's premises in Deptford, London. ZPT's clients in the UK are largely from Nigeria and Ghana but recent expansion has seen participants come from Uganda and Tanzania. In addition, approximately ten short courses on a range of topics were run outside the UK. Since 2010, courses have been run in the United States of America (USA), Canada, Dubai, Nigeria and Ghana.

BAC accreditation is solely for the courses run in the UK. There were no courses running during the time of the inspection.

3. Inspection process

ZPT was inspected over one day by one inspector. The inspector toured the premises and held discussions with the Managing Director, administrative staff and a member of the training staff. A variety of documentation was scrutinised. All the relevant information was readily available. The Provider cooperated fully with the inspector.

4. Inspection History

Inspection Type	Date
Full Accreditation	17 & 20 May 2013
Interim	18 November 2013
Spot Check	19 November 2014
Reaccreditation	7 & 6 June 2017

PART B – JUDGEMENTS AND EVIDENCE

The following judgments and comments are based upon evidence seen by the inspector during the inspection and from documentation provided by the institution.

1. Significant changes since the last inspection

There have been no significant changes since the last inspection.

2. Response to actions points in last report

8.3 The Provider must develop an organisation-wide operational action plan, which sets out in detail how the individual courses have performed and any actions required to improve the quality of the course provision.

There has been satisfactory progress against this action. ZPT now produces an annual report. This report contains an overview of the preceding year including an overview of the training programmes and includes specific targets to be achieved by named individuals. Each individual course is also evaluated using the participant feedback. This feedback is detailed in nature and is used to draw up a course-specific report which informs future planning and has led to course improvement.

3. Response to recommended areas for improvement in last report

The Provider is strongly recommended to ensure that the records of the outcomes of staff appraisal include details of the extent to which the targets are being met and any additional support required so that they provide a complete record for monitoring purposes.

Good progress has been made against this recommendation. Individual appraisal now takes place against a standardised template. All staff members have an appraisal meeting four times a year and a performance agreement is negotiated. Employees agree that objectives should include a company objective and an employee-linked objective though a minority of objectives are still too general in nature. Review dates are agreed and recorded. Comments regarding the extent to which objectives are being met are clearly recorded and provide an ongoing record for monitoring purposes. Staff find the process useful.

The Provider should ensure that the feedback provided through staff appraisal is sufficiently evaluative and helpful so that the staff member knows what they need to do to improve.

Good progress has been made against this recommendation. Staff members consider the feedback they now receive to be very supportive and useful in their professional development. They consider the appraisal process to be professionally useful.

It is recommended that trainers are enabled to further develop their professional practice by observing each other or attending each others courses as participants.

Trainers are independent and self-employed and often only used for a few courses a year. They have been given the opportunity to watch each other train and, in addition, their competencies and professional development are supported by daily classroom observations. Each trainer is observed each day of each course. Developmental points are discussed after these observations.

It is recommended that all unaccredited courses are developed so that they include a summative assessment, which may be informal such as a quiz or team competition, to assess their learning during the course and enable them to evaluate their own progress.

All participants are required to write a summative report for their sponsoring bodies. To support them in this, trainers help the participants to self-reflect and self-appraise their own progress. Notes recorded in the participant notebooks, peer reviews of presentations and work around the various case studies also help them

to evaluate how far they have come. In addition, some courses have also developed informal class quizzes.

It is recommended that the social programme be promoted through a written format so that participants can consider their options in advance.

Excellent progress has been made against this recommendation. All participants are informed of the social programme in writing at induction. The social programme consists of three excursions such as a city tour, a visit to Greenwich and a boat trip. All the excursions are free of charge. The take up is very high.

4. Compliance with BAC accreditation requirements

4.1 Management, Staffing and Administration (spot check)

The standards are judged to be

Met

Partially Met

Not Met

Comments

The Provider is well managed. The head of the Provider is very well qualified and experienced in his role and consequently has an effective overview of the Provider.

The administration is very efficient. Policies and procedures are comprehensive and well disseminated. All staff work to written job descriptions with the result that everyone understands what they are required to do.

The management and administrative teams are both small. Channels of communication between them, both informal and formal, are effective. All staff members remark on the ease of communication within the Provider so issues that arise are dealt with in a timely fashion.

There is a clear, well disseminated attendance policy with participants required to attend for at least 90 per cent of their scheduled classes. This strict attendance policy results in attendance rates close to 100 per cent for all courses.

The Provider makes excellent use of feedback to monitor and improve its courses. All participants record feedback on a wide range of the provision including the course content, the level of challenge, and the facilitator's teaching ability. This feedback is used extensively to evaluate and improve the courses.

4.2 Teaching, Learning and Assessment (spot check)

The standards are judged to be:

Met

Partially Met

Not Met

Comments

Trainers are recruited for their expertise and recent, direct industrial experience. This provides participants with authentic, real-world application of the theoretical knowledge they are studying.

Success rates are outstanding. Feedback shows almost all participants achieve their learning objectives. Similarly, external assessment for the security course shows success rates close to 100 per cent.

Teaching resources are excellent. Class sizes are very small. The classrooms are spacious and well equipped with computer-linked projectors, audio-systems and air-conditioning. The wireless provision is strong and dependable. Trainers confirm they are able to obtain and use the materials they feel they require. Course materials show a variety of interactive activities, regular consolidation and assessment and good visual support.

The courses meet the needs of the sponsoring institutions and the participants closely. They are derived from outcomes specified by the sponsoring companies and are built by the trainers around those outcomes. The courses are given to the sponsoring companies to check prior to the start of a course to ensure all needs are met.

4.3 Participant Welfare (spot check)

The standards are judged to be:

Met Partially Met Not Met

Comments

Participants receive appropriate advice prior to and on arrival. The website and the delegates' handbook cover a wide range of welfare advice, academic policies and individual course requirements. The first morning session is a brief but informative induction into key policies and procedures. This enables participants to settle quickly to their studies.

ZPT provides a good social programme. Although the participants typically only spend five days at the college, they receive three free trips during their stay. The trips provide participants with an interesting and enjoyable insight into London and a brief introduction to the British way of life.

The Provider takes good care to cater for the specific needs of individual participants. It has a reasonable adjustment policy giving special considerations for those with special needs. For example, participants with dyslexia can use a reader or a scribe or audio cassettes and are assured of confidentiality.

Participants are made aware of the grievance procedure and how to appeal against any decision made. The BAC complaints procedure is not alluded to and is not found on the website or within the delegates' handbook.

Although participants are mature and are only on the course for five days, the Provider has not yet formulated a policy to address the potential threat of radicalism and extremism and this is still required. No risk assessments have been made. No training has been undertaken.

4.4 Premises and Facilities (spot check)

The standards are judged to be:

Met Partially Met Not Met

Comments

The premises are secured by a renewable annual licence. ZPT has sole and exclusive use of the facilities. When needed, ZPT has been able to use suitable external premises for academic purposes on a temporary, occasional nature.

The premises are spacious and well-maintained. Classrooms are large and suitably furnished with easily moveable desks to facilitate a wide range of teaching approaches. Wall heaters and air-conditioners enable the classroom temperature to be kept at a comfortable level. The rooms are quiet and conducive to study. The entrance to the premises is secured with a push-button access system.

The building provides appropriate facilities for staff and participants. Two large training rooms, two offices and a large multi-functional recreational room provide more than sufficient space including a space to eat. Ample toilet facilities are located throughout the building.

Clear guidance is offered to participants regarding matters of health and safety, especially the risk of fire during the induction.

4.5 Compliance Declaration

Declaration of compliance has been signed and dated.

Yes No

PART C – SUMMARY OF STRENGTHS AND ACTION POINTS

STRENGTHS

Zenith Professional Training has a strong commitment to providing high quality training with the result that success rates are outstanding.

The central office team has been established over the long term. All staff members know their individual roles clearly and channels of communication are strong.

The courses respond to the requirements of the sponsoring companies and that of individual students, so courses meet their needs closely.

The trainers have excellent subject knowledge backed up by direct industrial experience. As a consequence, students benefit not only from their knowledge of theory but also from their hands-on experience.

ACTIONS REQUIRED

ZPT must put in place effective arrangements relating to preventing radicalisation and extremism to minimise any potential risk to students.	<input type="checkbox"/> High	<input checked="" type="checkbox"/> Medium	<input type="checkbox"/> Low
ZPT must advise participants of BAC's complaints procedure in addition to its own policy.	<input type="checkbox"/> High	<input checked="" type="checkbox"/> Medium	<input type="checkbox"/> Low

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

The Provider is recommended to ensure that all objectives arising out of performance appraisals are sufficiently specific to enable effective monitoring.

COMPLIANCE WITH STATUTORY REQUIREMENTS - FURTHER COMMENTS, IF APPLICABLE