



BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

INTERIM INSPECTION (Short Course Provider)

PROVIDER: Fugro Academy Training Centre

ADDRESS: Turnchapel Wharf
Barton Road
Turnchapel
Plymouth
Devon
PL9 9RQ

HEAD OF PROVIDER: Mr Andrew McNeil

ACCREDITATION STATUS: Accredited

DATE OF INSPECTION: 24 November 2020

ACCREDITATION COMMITTEE DECISION AND DATE: Continued accreditation, February 2021

PART A – INTRODUCTION

1. Background to the provider

Fugro Academy Training Centre (FATC/the Provider) is part of the privately owned Fugro organisation, which is registered in the Netherlands. FATC was established in 2006 as the training organisation for Fugro employees from around the world.

In 2013, the Fugro organisation decided to set up a dedicated training centre focused on hydrographic and maritime training in the United Kingdom (UK). In response to external demand, FATC commenced its first training course for externally recruited participants in early 2020. The course runs once a year, with the aim of increasing to three courses being run over two years within the next five years.

The Provider is based on a maritime industrial park next to the River Plym in Plymouth and offers an internally awarded specialist training programme in Applied Hydrographic Survey.

The Provider supports the Fugro organisation's aims to be the world's leading service in the collection and interpretation of data relating to the Earth's surface.

FATC operates under the guidance of Fugro GB (North) Marine Limited, which is a sub-division of the main organisation. Oversight of the Provider is undertaken by the Global Talent Development Manager, who reports to the Fugro Executive Leadership Team. Operational management is undertaken by the Global Training Manager Marine, who is based in Western Australia.

2. Brief description of the current provision

The Provider offers a 24-week Applied Hydrographic Survey Programme (AHSP). This course has been approved as meeting the S-5B Standards of Competence designated by the International Board on Standards of Competence for Hydrographic Surveyors and Nautical Cartographers (IBSC). The course was approved as a Category B, practical application of knowledge, vocational training course by the IBSC in July 2018. Participants are awarded a graded internal award for meeting the required standards of the course.

The programme provides face-to-face teaching and is designed to provide practical application and theory of hydrographic training. It can be delivered to groups of a maximum of 12 participants to ensure smaller class sizes, more support and better access to resources. The AHSP course is highly specialised and has been mapped to European Quality Framework (EQF) Level 5 by the IBSC.

Before the previous AHSP was suspended in March 2020 due to the Coronavirus pandemic, there were six participants enrolled on the course. The participants were aged from 29 to 35 years. They were all male and an equal mix of Fugro employees and external participants from Australia, Nigeria, Ghana, Papua New Guinea and the UK. All participants are over the age of 18.

AHSP courses are scheduled annually based on internal and external demand. There are stringent entry requirements for the AHSP, including a recognised survey qualification at Level 5, an International English Language Testing System (IELTS) score at a minimum of 6, demonstration of information technology proficiency and completion of basic sea-survival training.

3. Inspection process

The inspection was conducted remotely in one day by one inspector. The inspector held online video meetings with global Fugro managers, a local programme manager, a trainer and a member of the Human Resources (HR) team responsible for FATC. Documents and electronic records were scrutinised and remote interviews were also undertaken with previous participants. The Provider was supportive of the inspection process and made available all relevant information in order to undertake the inspection.

4. Inspection history

| Inspection type | Date |
|--------------------|------------------|
| Full Accreditation | 28 November 2019 |

PART B – JUDGEMENTS AND EVIDENCE

The following judgements 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 took place.

2. Response to action points in last report

11.3 The Provider must undertake formal lesson observations that are used to contribute to the annual appraisal process.

The Provider has developed an appropriate observation record template, but it has not yet developed a strategy for observing trainers. Therefore, trainers have not been observed to ensure a consistent approach to the delivery of the course.

11.4 The Provider must provide opportunities for trainers to develop their teaching and learning practice and incorporate the outcomes into the annual appraisal process.

All staff have to undertake mandatory online training and a record of this is logged on the Management Information System (MIS). In addition, the Provider is supporting trainers to study a Training, Assessment and Quality Assurance (TAQA) qualification to enhance teaching and learning in the classroom.

17.7 The Provider must ensure there are effective arrangements to protect participants from the risks associated with radicalisation and extremism.

A policy to prevent radicalisation and extremism is currently under development but has not yet been finalised. The trainers have not completed any training in radicalisation or extremism, and the Provider has not conducted a risk assessment.

3. Response to recommended areas for improvement in last report

It is recommended that the Provider makes course details and information more prominent on the corporate website.

The Fugro corporate website features an overview of FATC and the training facilities and there is an electronic form to use to obtain full details of the AHSP. However, it not easy for external participants to find this section on the website. There is also a highly informative promotional brochure that provides prospective participants with details of the course content and its structure and entry requirements. This is sent to prospective participants if they request further information.

The Provider should consider using course feedback to set individual performance targets for trainers.

Appropriate course feedback is recorded. The feedback is analysed and discussed with trainers as part of the appraisal process and any appropriate actions are implemented.

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

FATC's managers are highly qualified in leadership and management and have appropriate experience in maritime services and training. Operational leadership is effectively undertaken by local managers based at the Plymouth site. The management team has weekly meetings to ensure effective communication.

The staff's job descriptions are detailed and provide clarity about areas of accountability and responsibility so that the staff understand their roles well.

The administrative staff are experienced and provide effective administrative support. Their roles are clearly defined and their work is supported by appropriate policies and procedures.

There is an appropriate cloud-based management information system. This is used to manage personnel records, communicate company news, provide access and records of staff training, access policies and payroll details. This is very effective in providing a consistent approach to managing data and accessing information.

There is a suitable staff recruitment process that includes checks on the qualifications and experience of applicants before they are recruited. There are effective policies and procedures in place to support this process.

Entry requirements for the AHSP are clearly stated on promotional materials and course documentation. Copies of applicants' qualifications are checked and a basic safety and sea-training course has to be completed before the face-to-face training commences. Participants commented that the responses to their initial application and subsequent queries were dealt with in a timely manner.

An attendance policy is in place, which provides details of effective procedures and targets for managing course attendance. The course is an intensive programme designed for marine professionals, and as such, attendance levels are excellent. Whilst on site, participants sign into an electronic system each day, which produces a daily register for each class. Any absences are promptly followed up to identify any potential problems and provide support for participants where necessary.

The Provider has developed a feedback questionnaire that participants complete at the end of their course. The feedback is collated for each course and all comments are analysed by the training managers and trainers. Participant feedback is very important to FATC and improvements to the provision have been made where possible to maintain high standards and a high level of participant satisfaction. Participants commented that they felt their feedback and views were valued.

However, there is no mechanism for reporting to the participants what action has been taken as a result of their feedback.

The Provider produces an annual report that is used to review performance and to record any changes made to the AHSP course, programme statistics, participant evaluation and staff feedback. Any follow-up actions or changes to delivery plans are recorded and reviewed to ensure continuous improvement of the provision.

4.2 Teaching, Learning and Assessment (spot check)

The standards are judged to be:

Met

Partially Met

Not Met

Comments

The AHSP course is clearly structured, with the first four weeks of the course based around online distance learning modules, which provide the theory, mathematics and core principles of hydrographic survey techniques. The course is effectively timetabled to ensure the appropriate allocation of classrooms, specialist resources and trainers for each part of the course.

Trainers are highly qualified and experienced professionals, with appropriate knowledge, and are appropriately supported to develop their pedagogic skills through online training courses. As a result, the trainers are able to effectively support participants' different learning needs.

11.3 A schedule to ensure that trainers are observed regularly has not been developed to support a consistent approach to the delivery of the course.

The workbooks, that have been developed by FATC, are very detailed and well thought out. The facilities and specialist equipment provided by FATC are suitable for the successful delivery of the AHSP course. FATC also has two survey vessels that are used for practical elements of the training program. This allows participants to apply their knowledge in a real-world scenario.

Although there are no formal examinations, assessment tests are used throughout the course to check participants' knowledge. The results of these tests contribute to the overall grade for the course. In addition, participants have online tutorial meetings with trainers on a regular basis to check their progress and provide them with an opportunity to ask further questions.

The trainers monitor the participants' online progress during the initial, distance learning phase and speak with participants on a regular basis. During the face-to-face training, the trainers continually check learning in the classroom and are available for additional support if required. Participants commented that the staff were very friendly, knowledgeable and supportive throughout the course.

4.3 Participant Welfare (spot check)

The standards are judged to be:

Met Partially Met Not Met

Comments

There is an appropriately trained person responsible for participant welfare. All the trainers have completed safeguarding and first-aid training to enable them to provide appropriate support if required.

Participants receive appropriate information prior to the course start. They are provided with joining instructions which include course information, schedules, handbooks and log-in details for the Fugro Learning Management System (LMS). Specific information about the Provider's location and local facilities is also included to support the international participants.

There is individual communication with participants so that any additional questions can be answered and to obtain information about specific dietary requirements and religious beliefs so that these can be effectively supported.

The course induction is delivered on the first day of face-to-face training and is very thorough. The induction includes details of the course content, structure, assessments, relevant policies including on discrimination, and appropriate general health and safety information.

17.7 A policy to prevent radicalisation and extremism is currently under development but has not yet been finalised. Training staff have not completed any formal radicalisation training and there is not risk assessment.

The terms and conditions for course enrolment are clear. A complaints procedure is issued to participants with the joining instructions and this is also covered in the induction process. This includes the FATC complaints process and details of BAC's complaints procedure.

4.4 Premises and Facilities (spot check)

The standards are judged to be:

Met Partially Met Not Met

Comments

The premises and facilities were not operational at the time of the inspection so it was not possible to inspect them. Therefore, compliance is based on the findings of the previous inspection and no contrary indications were identified during this inspection.

4.5 Compliance Declaration

Declaration of compliance has been signed and dated.

Yes No

PART C – SUMMARY OF STRENGTHS AND ACTION POINTS

STRENGTHS

The Provider has experienced managers with clearly defined roles to ensure that it is effectively managed.

The effective system for the maintenance of management information results in highly controlled and accurate record keeping.

Trainers are highly skilled and have extensive experience of conducting hydrographic surveys in various marine environments.

Participants are provided with appropriate course documentation and have access to trainers throughout the duration of the course.

ACTIONS REQUIRED

| | | | |
|---|--|--|------------------------------|
| The Provider must put in place a mechanism for reporting to the participants on the changes or actions it has taken in response to their feedback. | <input type="checkbox"/> High | <input checked="" type="checkbox"/> Medium | <input type="checkbox"/> Low |
| 11.3 The Provider must undertake formal lesson observations. | <input checked="" type="checkbox"/> High | <input type="checkbox"/> Medium | <input type="checkbox"/> Low |
| 17.7 The Provider must ensure there are effective arrangements to protect participants from the risks associated with radicalisation and extremism. | <input checked="" type="checkbox"/> High | <input type="checkbox"/> Medium | <input type="checkbox"/> Low |

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

It is recommended that the Provider makes details about FATC and access to the course details and information more prominent on the corporate website.

COMPLIANCE WITH STATUTORY REQUIREMENTS – FURTHER COMMENTS, IF APPLICABLE