BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

INTERIM VISIT AND SUPPLEMENTARY INSPECTION
CHANGE OF PROVISION
(Short Course Provider)

PROVIDER: Wren Kitchens Manufacturing Training Academy

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

HEAD OF PROVIDER: Mr Joel Kingsland

ACCREDITATION STATUS: Accredited

DATE OF INSPECTION: 3 December 2020

ACCREDITATION COMMITTEE DECISION AND DATE: Continued accreditation, February 2021

PART A – INTRODUCTION

1. Background to the provider

Wren Kitchens Manufacturing Training Academy (the Provider/Training Academy) is part of Wren Kitchens Limited. The Provider trains employees of Wren Kitchens through the provision of short, unaccredited, work-related courses. There are three training academies, one at each manufacturing site. Only the site in Barton-upon-Humber is subject to British Accreditation Council (BAC) accreditation.

The Provider first delivered pilot programmes in 2018, with its first full year of training taking place in 2019. The Provider 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.

The aims and objectives of Wren Kitchens Manufacturing Training Academy are to provide training programmes to ensure that all employees are fully trained in all the requirements of their job roles, including health and safety.

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 a team of trainers.

One floor of the Wren Kitchens factory provides a classroom, a simulated workshop area and computer learning stations. The training area includes a simulated factory, with items such as marshalling trolleys, rollers and racking, as well as cabinets, cookers, refrigerators 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 Provider's short courses are run as face-to-face instruction with practical exercises, within a controlled working environment. There is also some e-learning and one-to-one training on specialist machines. A wide range of courses is offered, such as Accident Reporting, Permit to Work, Hazardous Waste Clean-up, Manual Handling, Control of Substances Hazardous to Health (COSHH) and Decanting.

Usually, five or six short courses run each week, with an average total of 126 participants. The maximum capacity is 180 participants a week. At the time of the inspection, the induction course was running, together with a one-to-one machine training course. A total of eight participants were enrolled on the two courses.

The majority of participants are Polish. Other countries represented are United Kingdom (UK), Lithuania, Latvia, Romania, Russia, Bulgaria and Portugal. The training department often provides training in the first language of the participants. All participants are aged 18 or over, with the majority being male.

Enrolment is on a continuous basis and is controlled by the Training Academy in liaison with the participants' supervisors and, for the induction training, the recruitment department. Courses are organised a week in advance, depending on the demands of the business.

3. Inspection process

The inspection was carried out remotely by one inspector over one day. Staff were interviewed, including the HSE Manager and trainers. Meetings were held with participants of both courses taking place at the time of the inspection. Observations of teaching and learning took place and documentation was scrutinised. The Provider fully co-operated with the inspection.

4. Background to the supplementary inspection

The supplementary aspect of the inspection was due to staff changes in the training team. The Provider has provisional plans to appoint a new Training Supervisor to manage the provision.

5.   **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

Changes in the business climate have meant that the number of training courses has been reduced. Inductions and machine training are continuing, but simulated training activities have been suspended.

The previous Training Supervisor has left the Provider and training is now overseen by the HSE Manager.

2.   Response to action points in last report

2.4 The Provider must ensure that all administrative policies and procedures are well documented and effectively disseminated.

The majority of policies and procedures are contained in the Employee Handbook, which is accessible to all employees. Specific administrative policies and procedures within the Training Academy, such as on attendance and feedback, have been developed and disseminated within the business.

2.5 Data collection and collation systems must include accurate feedback and performance data to inform improvement.

There is now a participant satisfaction survey in place, which is collated and monitored. Consequently, trainers are able to analyse participants' views to inform improvement effectively.

3.2 All staff employment records must be fully up to date and experience and qualifications must be verified.

A new section has been added to the Human Resources and Training team's records to ensure that qualifications and experience are verified and recorded.

3.4 The Provider must implement plans to review staff performance to include documented course delivery observations for trainers.

Currently, plans to review staff performance to include documented course delivery observations for trainers have not been implemented, due to lack of resources. Plans to employ personnel able to carry this out are being considered. In the meantime, the trainers are working effectively and meeting the participants' needs.

4.3 The Provider's policies must be included on the website to improve their accessibility and to raise awareness.

The website is a public one, designed mainly for advertising purposes for the business of manufacturing and selling kitchens. The decision was made that it would be more appropriate to add the policies to the internal intranet system, which is accessible to employees. Consequently, participants are now able to access relevant policies easily and electronically.

7.3 Feedback must be obtained, collated and analysed on a regular basis to inform improvement.

Feedback has been collected and collated for the training workshops that have taken place. Participants now have an opportunity to express their views, and levels of participant satisfaction are high.

7.4 The Provider must ensure that feedback is reviewed by management and action taken for improvement.

Feedback data is collated and reviewed by trainers, who take any necessary actions for improvement. Feedback is also reviewed by the HSE Manager, who presents it to senior managers at management review meetings.

7.6 The Provider must implement plans to compile appropriate annual reports.

An annual report has been completed and priorities for improvement have been identified.

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

The radicalisation and extremism policy has now been implemented and all trainers have completed the relevant training to mitigate risk.

3.   Response to recommended areas for improvement in last report

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.

There is no development action plan as part of the appraisal process. Lesson observation and educational appraisal processes have not been in operation this year due to a lack of suitably experienced supervisory personnel.

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.

Senior management within Wren Kitchens have considered this recommendation and made the appropriate decision that other methods of raising awareness of the training are more effective. Supervisors nominate those who would benefit from the training who then receive full information about the course they are attending.

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

All participants are employees of Wren Kitchens and their supervisor is immediately contacted if they are late or do not arrive for training.

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

A feedback system is now in place and comments are tracked on the Provider's tracking system. For the machine training, participants give feedback as part of their assessment process.

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

This training has not yet taken place.

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 HSE Manager is very experienced within the industry and ensures that the health and safety aspects of the course provision are up to date and relevant to the employees. The HSE Manager has overall responsibility for the Training Academy and is supported by the trainers.
>
> The usual training programme schedule has been reduced due to the current business conditions, and there is currently no suitably experienced Training Supervisor. Consequently, some quality improvement

processes, such as lesson observations, appraisals, policy revisions and Continuing Professional Development (CPD) activities have not been completed.

3.4 The plans to review staff performance, to include documented course delivery observations for trainers and monitored development action plans, have not yet been implemented, due to lack of resources.

Participant satisfaction and attendance data is collected and analysed and informs the production of the annual report. Appropriate action to resolve any identified issues and make improvements is taken as issues arise. As a result, attendance procedures are clear and effective, feedback is logged and accurate data informs relevant end-of-month reports and informal action planning.

The systems for regular policy review and revision and formal action-planning for quality improvement are currently underdeveloped.

The Provider's mission and goals are stated clearly and fully agreed with Directors and relevant Health and Safety Managers. The focus is on health and safety, and all employees undertake relevant training as part of their job role.

Trainers are currently undertaking the administrative duties in their own areas of the training provision. This is sufficient to ensure the smooth running of day-to-day activities given the reduced number of courses that are being run.

| 4.2 | Teaching, Learning and Assessment (supplementary inspection) |

The numbers below refer to the standards as presented in the short course provider scheme document and main full inspection report.

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.	☐ Yes ☒ No
8.2	Training sessions are timetabled and rooms are allocated appropriately for the courses offered.	☒ Yes ☐ No
8.3	The allocation of trainers to courses provides a consistent learning experience and delivery is monitored to ensure consistency across all provision.	☐ Yes ☒ 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.	☒ Yes ☐ 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.	☒ Yes ☐ No

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

Currently, the HSE Manager is managing the course delivery and the trainers. The HSE Manager is very experienced in the industrial and health and safety aspects of the courses which he manages well. The training courses are being administered and delivered by the trainers, which is effective during the current period of minimal training delivery.

8.1 The reduction in management staffing levels means that there is currently an acknowledged temporary structure in place to manage the course delivery and the trainers. This limits the opportunities for ongoing

quality improvement. A decision has been made to wait until the full training provision resumes before the appointment of a new Training Supervisor with overall educational expertise.

Training sessions are timetabled appropriately, and training areas are very suitable for the courses offered.

8.3 Lesson observations have not been undertaken in order to monitor delivery and ensure consistency across all the provision.

Course materials are well designed and meet the needs of the participants. Bilingual trainers are able to deliver training or clarify points in English and in the participants' first languages.

Trainers have access to suitable resources and there are appropriate procedures for resource acquisition.

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.	☒ Yes ☐ 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.	☒ Yes ☐ No ☐ NA	
9.3	Course materials are designed for a specific and clearly stated level of study and include appropriate support material.	☐ Yes ☐ No ☒ NA	
9.4	Course materials are appropriately presented and sufficiently comprehensive to enable participants to achieve the course objectives.	☒ Yes ☐ 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.	☐ Yes ☐ No ☒ NA	
9.6	The courses are designed so that participants are encouraged and enabled to develop independent learning skills.	☒ Yes ☐ No ☐ 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.	☒ Yes ☐ No	

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

Courses are designed to meet the needs of the business and are revised in line with current best practice, for example in health and safety.

Learning programmes allow participants to develop relevant knowledge and skills to ensure that they can do their jobs effectively and safely and meet the skills needs of their employer.

Course materials are entirely relevant to the job needs of the participants and enable them to develop the necessary skills. Resources are very appropriate and include items used in kitchen manufacture, as well as clear and informative slides presenting necessary information. Materials are well presented and enable participants to learn and progress well.

The course delivery includes opportunities for the participants to practise their skills to acquire proficiency.

The support needs of participants are taken into account very effectively and training is often delivered in participants' first language to ensure good 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.	☒ Yes ☐ 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.	☐ Yes ☒ No ☐ NA
10.3	Trainers respond to the different backgrounds and particular support needs of participants in their delivery of the teaching/training sessions.	☒ Yes ☐ No
10.4	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

Trainers have good, relevant industrial knowledge and experience and are able to communicate safe working practices, and the skills required, very effectively.

10.2 Trainers have not received specific support for CPD to enhance their teaching techniques and improve the participants' experience.

Trainers meet the particular support needs of the participants very well and are able to use more than one language to ensure the understanding of all participants.

Trainers use a range of effective methods, including demonstrations, presentations, question and answer, group discussions and quizzes. Effective interactive machine training ensures that the participants learn to use their machine safely and efficiently.

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.	☒ Yes ☐ No ☐ NA
11.2	Ongoing assessments appropriately reflect the content and standards of final assessments.	☒ Yes ☐ No ☐ 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.	☒ Yes ☐ No ☐ NA
11.4	Participants are made aware of how their progress relates to their target level of achievement.	☒ Yes ☐ No ☐ NA
11.5	Additional support and/or advice on alternative programmes are provided to participants who are judged not to be making sufficient progress.	☒ Yes ☐ No ☐ 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.	☒ Yes ☐ No
11.7	Participants have appropriate access to trainers outside the scheduled course delivery time.	☒ Yes ☐ No ☐ NA
11.8	The provider takes appropriate steps to identify and discourage cheating and plagiarism and penalises offenders.	☐ Yes ☐ No ☒ 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.	☐ Yes ☐ No ☒ NA
11.10	Prompt action is taken when participants miss deadlines or when the work submitted is not of a satisfactory standard.	☐ Yes ☐ No ☒ NA

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

Comments

> The short courses, such as the induction course, that are designed to ensure safe practices in the workplace are not formally assessed.
>
> The machine-training courses have a schedule of assessments, with written criteria provided to participants in advance. The training on using machines safely requires participants to complete assessments successfully before they are allowed to operate a machine by themselves in their job role.
>
> Machine-training assessments are monitored, and extra support is provided when required.
>
> Participants receive effective oral feedback during training sessions and their achievement record is signed off when they acquire the necessary skills.
>
> Workers are supported in developing the necessary level of skill to operate their machine safely. Those who do not develop the required skills are moved to a different machine.
>
> Constructive feedback is given to participants on a regular basis. Participants confirmed to the inspector that they felt that the training met their needs. Inspection findings confirm this.
>
> Participants are able to ask questions and seek clarification when appropriate as the training facility is located in the factory and is, therefore, easily accessible.

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12.   **The provider offers courses leading to accredited awards granted by recognised awarding bodies**

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

Comments

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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**

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

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14.   **There are satisfactory procedures for the administration of examinations and other means of assessment**

14.1	The provider complies with the requirements of the relevant awarding bodies in terms of examination security and administration.	☐ Yes ☐ No ☐ NA
14.2	For internal awards, there are effective systems in place for examination security and administration.	☐ Yes ☐ No ☐ NA
14.3	For internal awards, there are 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

15.	**There is appropriate provision of advice for participants intending to proceed to employment or higher/further education**	
15.1	Participants have access to advice from an appropriate staff member on further study and career opportunities.	☐ Yes ☐ No ☐ 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.	☐ Yes ☐ No ☐ NA

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

Comments

4.3	Participant Welfare (spot check)

The standards are judged to be: ☒ Met   ☐ Partially Met   ☐ Not Met

Comments

The pastoral support provided to the participants meets their needs. All participants are aged over 18 and employees at the factory and, therefore, their need for pastoral support whilst attending the courses is limited.

The participants receive an appropriate induction and relevant information prior to the course delivery so the expectations are clear and they know what they will be covering during the course.

The Provider has suitable policies to deal with abusive behaviour, such as bullying and harassment, and the use of social media.

There is a suitable policy and risk assessment to mitigate the risks of radicalisation and extremism and all relevant staff have received appropriate training.

There is a suitable complaints policy and relevant information about BAC's complaints procedure is communicated during induction.

Participants confirmed to the inspector that they felt comfortable and safe, and were very satisfied with the training. Inspection findings support this view.

4.4	Premises and Facilities (spot check)

The standards are judged to be: ☒ Met   ☐ Partially Met   ☐ Not Met

Comments

Premises and facilities are excellent. The training facility is based within the modern and well-resourced Wren Kitchens factory site and shares the factory site's facilities, such as secure entry, signage and health and safety.

All participants are also employees of Wren Kitchens and so have access to good relaxation areas and eating places.

Administrative offices are sufficient in size and provide sufficient space and resources for the needs of the trainers.

The training area includes two training rooms, which provide excellent accommodation conducive to learning. Computers are available and provide the opportunity for on-screen learning and the effective use of assessment tests.

There is also a simulated factory area that is exceptionally well designed to mirror real-life situations in the factory. This allows training to be delivered within an authentic environment. Consequently, participants have the opportunity to develop appropriate understanding and practise new skills safely.

4.5	Compliance Declaration

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

PART C – SUMMARY OF STRENGTHS AND ACTION POINTS

STRENGTHS

The staff are committed to train every employee to ensure expertise and safe practices.

There are very high levels of participant satisfaction with the training.

ACTIONS REQUIRED

3.4 8.3 The Provider must implement plans to review staff performance to include documented course delivery observations for trainers and monitored action plans.	☐ High	☒ Medium	☐ Low
8.1 The Provider must ensure that the overall management of the training delivery and the trainers is carried out by suitably qualified and experienced staff.	☐ High	☒ Medium	☐ Low
10.2 The Provider must provide appropriate CPD opportunities for its trainers.	☐ High	☒ Medium	☐ Low

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

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

The Provider is recommended to improve the systems for regular policy review and revision to ensure all policies remain up to date in the future.

The systems for setting up formal action-planning for improvement should be further developed.

COMPLIANCE WITH STATUTORY REQUIREMENTS – FURTHER COMMENTS, IF APPLICABLE