



BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

INTERIM INSPECTION (Short Course Provider)

PROVIDER: Centre for Capacity Training and Development

ADDRESS: 33 Colston Avenue
Bristol
BS1 4AU

HEAD OF PROVIDER: Mr James Baffoe

ACCREDITATION STATUS: Accredited

DATE OF INSPECTION: 2 December 2020

ACCREDITATION COMMITTEE DECISION AND DATE: Continued accreditation, 6 April 2021

PART A – INTRODUCTION

1. Background to the provider

The Centre for Capacity Training and Development (CCTD/the Provider) is a privately owned training provider established in October 2015. It offers short courses in a range of business- and management-related subjects.

CCTD delivers its courses in meeting rooms in a modern serviced business centre in central Bristol.

The aim of CCTD is to provide continual management training and development for business employees in the public and private sectors. The courses provide practical methods of improving performance efficiency within organisations.

CCTD is a limited company owned by two Directors. One Director acts as the Programme Director. The Programme Director is based in Bristol and is responsible for the day-to-day management of the Provider. He is in regular contact with the second Director, who is based in Accra, Ghana, regarding the operation of CCTD.

Trainers and a part-time administrator are engaged when required on a self-employed basis. Additional services such as reception and office services are supplied by the business centre.

CCTD also has strategic partnerships with training companies in the United States of America and Canada. Only the CCTD provision in the United Kingdom (UK) is accredited by the British Accreditation Council (BAC).

2. Brief description of the current provision

CCTD offers short courses of one- or two weeks' duration in a range of business and management subjects to participants from outside the UK in both the public and private sectors. Courses are offered in a range of areas such as Human Resource Management, Financial Management and Disbursement of Donor Funds, Advanced International Reporting Standards and Treasury Management, Project Programme Management, Payroll Administration and Pensions, and International Financial Reporting Standards.

The scheduled open courses run across a morning and an afternoon session. In addition to the advertised portfolio of courses, CCTD also offers a number of courses when there is a specific request. Courses are delivered by freelance facilitators who are employed by the Provider to deliver a course, subject to demand. All courses offered are delivered face to face. At the time of the inspection, there were no courses taking place and none had been delivered since January 2020.

Participants come from outside the UK and from both the public and private sectors. The courses are targeted at participants who are aged in their mid-20s or older. Participants are sponsored by their employers or by international development donor agencies and come from western, eastern and southern Africa, the West Indies, Asia and the Middle East. There are generally equal numbers of male and female participants. All participants are 18 years of age or over.

Although there are no specified entry requirements for the programmes, it is expected that all delegates from non-English-speaking countries are able to speak and write in English or have an internationally recognised English language qualification. Enrolment is continuous.

The Provider reported that there had been no enrolled participants or courses running since January 2020. Nevertheless, the Provider is confident that there is a demand for these courses.

3. Inspection process

This was a one-day inspection conducted remotely by one inspector. There were no courses taking place during the inspection. Meetings were held with the Programme Director and a trainer. A range of documentation was

scrutinised, including stakeholder feedback. Photographs of the training premises were also inspected. The Programme Director was well organised and provided all the relevant documentation on request.

4. Inspection history

| Inspection type | Date |
|--------------------------|------------------|
| Stage 2 | 23 March 2017 |
| Supplementary | 16 May 2017 |
| Stage 3 | 19 July 2018 |
| Mid-way Probation Review | 13 December 2018 |
| End of Probation Review | 15 May 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 provider.

1. Significant changes since the last inspection

CCTD has not conducted any courses since January 2020. The Programme Director is now responsible for the course administration as well as the overall management of the organisation.

2. Response to action points in last report

8.1 The Provider must fully implement the systems for monitoring and reviewing its course performance.

The systems for monitoring and reviewing performance have been fully implemented. A self-assessment has been carried out, which provides evidence against appropriate performance indicators. The resulting course performance report includes course detail, method of delivery, course duration, number of participants and participant feedback and allows the Provider to see how well the courses are performing. However, the value of the report for action planning and setting targets could be improved by the use of more critical analysis of the data.

8.2 The Provider must ensure that the action plans for individual courses are completed, monitored and reviewed so that they can feed into the strategic review document. The plans must include the actions resulting from the review process and the dates when they have been achieved.

The action plan template has been improved and now provides further detail on the action, the outcome and the staff member responsible for monitoring, signing off and dating the action. Action plans for individual courses have been completed, monitored and reviewed.

8.3 The Provider must implement the self-assessment review process and ensure that action plans are completed and documented to inform the strategic review of the Provider.

A revised self-assessment form now includes further details against each performance indicator. The revised self-assessment form has been used to self-assess the Provider and inform action-planning. The revised process supports the development of further opportunities for gathering and analysing performance data.

3. Response to recommended areas for improvement in last report

There were no recommendations identified in the last inspection report.

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 management structure is clearly defined and understood. The Programme Director is suitably qualified and experienced for his post. The size of the administrative team, whilst small, is sufficient to ensure the effective running of the centre in the current situation.

An appropriate range of policies, procedures and systems is in place to ensure the smooth running of the centre. These are effectively communicated through the staff handbook.

The CCTD website provides an accurate description of the centre and its courses.

CCTD takes good care to recruit and enrol suitable participants for its courses. The Programme Director visits the Human Resources (HR) managers and Heads of Training at potential client organisations to deliver presentations explaining the course offer and the course requirements. The companies then make the courses available to employees whom they consider suitable for the courses.

The policy on participant attendance is clearly set out on the website and in the participant handbook. Accurate and secure records of attendance and punctuality are kept. Attendance on the courses has been excellent.

CCTD has a systematic approach to the gathering and use of feedback to inform continuing improvement. Useful feedback is regularly obtained from participants and trainers. Appropriate action is taken as a result of the feedback.

Trainers are able to give examples of when their feedback has resulted in appropriate changes being made. The feedback is also used to inform CCTD's developing self-evaluation process and action-planning.

4.2 Teaching, Learning and Assessment (spot check)

The standards are judged to be:

Met

Partially Met

Not Met

Comments

Programme management is effective. Trainers confirm that classes are well resourced and that the procedure for the acquisition of resources is efficient. Resources are designed specifically for each individual course. Consequently, participants benefit from up-to-date and relevant training materials.

A wide range of courses is on offer. These courses are planned in order to meet the needs of the participants and their sponsors by extending participants' knowledge and expertise in particular fields.

CCTD meets with sponsoring bodies and negotiates the course content so that it aligns with the sponsor's needs. In addition, trainers confirm that they are provided with helpful information about the participants in a timely fashion and prior to the start of the course. As a result, they are able to adapt the courses to the required levels. As a result, the needs of participants and their sponsors are met well.

Trainers and participants confirm that the courses cover the required knowledge and skills and inspection findings confirm this view. Case studies are used to promote discussion focused on the key learning points and to develop independent learning and critical thinking. These case studies are up to date and so relate directly to the needs of the participants and their sponsoring organisations.

Trainers are very well qualified, at least to Master's level, with additional professional qualifications, and have suitable experience in the business field that they are teaching. Consequently, the participants benefit directly from this expertise.

Classes are small. Trainers are able to personalise the lessons, give individual attention and correct errors and misconceptions in a timely fashion. Consequently, participants have their learning needs met and receive good feedback on their progress.

4.3 Participant Welfare (spot check)

The standards are judged to be:

Met

Partially Met

Not Met

Comments

The Programme Director is directly responsible for participant welfare. Participants receive support that is adequate for their age, background and circumstances. The Programme Director offers individualised support for newly arrived participants, which includes a local orientation, so that participants are more quickly able to settle to their studies.

CCTD has carried out an appropriate risk assessment in order to identify the risks of participants becoming radicalised whilst at the centre. There is a clear process for raising any such concerns. The Programme Director has had suitable training. The anti-radicalisation policy is contained in the facilitator handbook and the participant handbook. Consequently, the participants are effectively protected from the risks of radicalisation and extremism whilst at the centre.

International participants receive suitable advice prior to their arrival through the participant handbook. This outlines the CCTD's key policies, including a code of conduct statement and the policy on harassment and discrimination.

Usually, participants apply for and are enrolled on courses by their companies or sponsors under fair and transparent terms and conditions.

Participants have access to a fair complaints procedure outlined in full in the participant handbook and on the CCTD website. There is a direct reference to the BAC complaints procedure.

Participant feedback shows that participants appreciate the social programme, which adds a cultural element to their stay.

4.4 Premises and Facilities (spot check)

The standards are judged to be:

Met

Partially Met

Not Met

Comments

CCTD hires rooms in a business centre for training purposes as required. A range of rooms is available to match the needs of the different class sizes. The premises are well maintained and provide a professional environment.

Entry to the centre is via an electronic, gated reception lobby supervised by a reception desk. Visitors are required to sign in and receive a health and safety notice on entrance. Rooms are secured by a fob system. Guidance regarding health and safety is clearly displayed within the lobby area, as well as in each classroom. As a result of these measures, participants work in a safe and secure environment.

The teaching rooms are of a good size and are well furnished and well decorated. Rooms have suitable resources, such as dependable internet connections and screens for display purposes. Heating and ventilation are appropriate. Participants benefit from these professional learning surroundings.

CCTD has access to shared toilet facilities, which are adequate for the number of participants and are well maintained. Trainers and participants have access to a shared kitchen area. Tea and coffee are provided free of charge.

The business centre is very well located. The centre is close to numerous food outlets where food can be purchased at lunchtimes. Participants usually stay at a hotel within walking distance of the business centre. The convenient location frees up participants to focus on their courses.

4.5 Compliance Declaration

Declaration of compliance has been signed and dated.

Yes

No

PART C – SUMMARY OF STRENGTHS AND ACTION POINTS

STRENGTHS

CCTD has small classes, so trainers are able to tailor the course content to the individual participants in order to meet the needs of the participants and their sponsoring companies and organisations.

Trainers take an active learning approach using up-to-date case studies so that participants are able to develop their critical thinking and independent learning skills.

Participants benefit from working with highly qualified, experienced trainers.

ACTIONS REQUIRED

None

High Medium Low

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

It is recommended that the course performance report should be more analytical, so that it can be used more effectively to support relevant action-planning.

COMPLIANCE WITH STATUTORY REQUIREMENTS – FURTHER COMMENTS, IF APPLICABLE

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