BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

Short Course Provider (SCP) Full Inspection

NAME OF PROVIDER: Training Square London Ltd

ADDRESS:
7th Floor
Bowman House
29 Wilson Street
London
EC2M 2SJ

HEAD OF PROVIDER: Mr Frank Adomako

DATE OF INSPECTION: 13 and 21 January 2021

ACCREDITATION STATUS AT INSPECTION: Unaccredited

DECISION ON ACCREDITATION:

☒ Accreditation awarded for the full one-year period

☐ Probation accreditation

☐ Decision on accreditation deferred

☐ Award of accreditation refused

DATE: 27 May 2021

1. Background to the provider

Training Square London Ltd (the Provider) is a privately owned organisation that offers a wide range of short training programmes in Information Technology (IT). The Provider has a head office in central London. The head office is situated on the seventh floor of a large modern building called Bowman House. All face-to-face training takes place at the head office premises.

Training Square London Ltd was established in 2011, with the aim to deliver hands-on training that meets the evolving demands and professional certification requirements within the IT industry.

The Provider has a mission to support participants to improve their career prospects and to be a leader in the latest market trends in internet technology. The Provider aims to offer innovative IT training programmes to corporate organisations and individuals, delivered by certified trainers who are experts in leading IT systems and applications.

The owner of the Provider is also the company Director and Operations Manager. The Director is supported by a full-time Quality Analyst and Technical Manager and a full-time General Manager. The General Manager also oversees the administration function. In addition, there are four full-time and two part-time trainers and two part-time sales staff.

In January 2021, the Provider began offering online training sessions for some of its face-to-face programmes.

2. Brief description of the current provision

The Provider offers short, non-accredited, IT-based training programmes in the United Kingdom (UK). The programmes are delivered face to face and, more recently, online.

The Provider is experienced in delivering face-to-face training programmes over a period of more than 20 years. The face-to-face training ranges from providing bespoke short courses to meet a client's needs for their employees, enhancing IT skills for individuals and delivering certificated training from leading IT software and hardware companies.

Training programmes can range from one day in length to up to ten weeks, depending on the client's needs. The Provider has capacity for approximately 30 participants for face-to-face training at its head office premises. The Provider does not typically permit more than eight participants per programme, unless this is requested by a client. This ensures that its trainers can deliver high-quality interactive sessions.

For online delivery, the Provider has a capacity of 15 participants per training programme. Capacity for online training can be increased, depending on the client's and participants' needs.

At the time of inspection, all training programmes were being delivered online. Four male participants were enrolled. All were over the age of 18 and from the UK.

Enrolment for the Provider's face-to-face and online training programmes is ongoing across the year. Training programmes are only open to applicants over the age of 18. Face-to-face and online training programmes are only open to UK applicants.

There are no formal entry requirements for any training programmes. However, participants may be required to have access to a particular specification of hardware and software, as recommended by the Provider. Some training programmes also require participants to have experience within a certain subject area, and this is discussed with applicants prior to registration.

3. Inspection process

The inspection was conducted remotely over two days by one inspector. Meetings were held with the Director, Quality Analyst and Technical Manager, General Manager, trainers and participants. Online training sessions were also observed, and a virtual tour of the head office premises was carried out. The inspector scrutinised various electronic documentation. The availability of the information provided to the inspector was good and the Provider co-operated very effectively with the inspector throughout the inspection.

PART B – JUDGEMENTS AND EVIDENCE

The following judgements 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.	☒ Yes	☐ 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.	☒ Yes	☐ No
1.3	There are clear channels of communication between the management and staff, including those working at the delivery venue or remotely.	☒ Yes	☐ 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.	☒ Yes	☐ No
1.5	The provider has a written risk management strategy, which includes financial planning and is effectively implemented and regularly reviewed.	☒ Yes	☐ No

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

Comments

The Provider has a well-defined and documented management structure that is well understood. It includes senior management staff and staff involved with the allocation of training delivery.

The Director is qualified and experienced and holds a clear vision for the Provider and its participants. He is supported by a small senior management team. The senior management team is highly committed and assists the Director effectively to ensure that all staff and participants are fully supported prior to and during programme delivery.

All staff roles and reporting hierarchies are clearly documented for full- and part-time staff, and this ensures that all responsibilities are well understood across all levels of the Provider.

There are highly effective channels of communication between the management and staff. Regular meetings, telephone calls and e-mails are scheduled at least weekly. All communications are effectively recorded. These systems demonstrate that the Provider is effectively managed and ensure that all staff are aware of the Provider's current priorities and that there is audit trail of the decisions made.

The Provider's written statement of its vision, mission and strategy is communicated to all stakeholders and effectively implemented. This is inclusive of an effectively implemented risk management strategy, which is regularly reviewed by the Director and senior management team.

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.	☒ Yes	☐ No
2.2	The size of the administrative team is sufficient to ensure the effective day-to-day running of the provider.	☒ Yes	☐ No
2.3	The administrative support available to the management is clearly defined, documented and understood.	☒ Yes	☐ No

2.4	Administrative policies, procedures and systems are up to date, thorough, well documented and effectively disseminated across the provider.	☒ Yes ☐ No
2.5	Data collection and collation systems are effective in supporting the administration of the provider.	☒ Yes ☐ No
2.6	Participants' and trainers' personal records are sufficiently detailed and regularly updated.	☒ Yes ☐ No
2.7	The provider has a robust security system, with policies in place for protecting the data of its participants and trainers.	☒ Yes ☐ No

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

Comments

The Provider has a qualified and experienced General Manager who has overall responsibility for the administration function. The General Manager works closely with the Operations Manager to oversee the administration process from initial application to registration. The General Manager is supported effectively by the team of trainers.

The size of the administration team is sufficient for the number of staff and participants and ensures the effective day-to-day administration of the Provider. Administrative responsibilities are clearly identified and documented.

There are clear and documented policies covering administration procedures and systems. These are included in the staff handbook. They are disseminated to staff during their induction and are accessible on a secure online system.

Data collection and collation systems are effective. Policies have been reviewed and updated to comply with current data protection regulations. The senior management team has undertaken recent training to ensure that there is full compliance with the policies and regulations.

All administrative records are stored on a secure and central database system. This is set up to include staff and participant information. The database system ensures that all staff have efficient access to up-to-date records and documentation. These systems ensure that there are highly effective administrative procedures in place to support staff and participants and ensure the smooth day-to-day running of the Provider.

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.	☒ Yes ☐ No
3.2	Experience and qualifications are appropriately checked and verified before recruitment and records are accurately maintained.	☒ Yes ☐ No
3.3	The recruitment process for trainers working remotely includes a face-to-face online interview.	☒ Yes ☐ No ☐ 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.	☒ Yes ☐ No
3.5	Managerial and administrative staff are appropriately supported in their continuing professional development.	☒ Yes ☐ No

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

Comments

The Provider has detailed and appropriate staff recruitment policies. These include policies on legal checks, academic references and verification of qualifications for all staff.

The recruitment of trainers is dependent on their academic qualifications and experience within their subject specialisms. Trainers' experience and qualifications are appropriately verified by the Operations Manager prior to

employment contracts being issued. All online trainers are also experienced face-to-face trainers and have previously undergone a face-to-face interview prior to employment.

The Provider has a structured performance review process for all training and non-training staff. The outcomes of the review process are recorded as part of the staff annual appraisal. For trainers, this includes at least one training session observation carried out by the General Manager during each programme delivered. This system is effective and formally recorded for face-to-face training observations, however, not all online training session observations are formally documented.

The performance of all staff is reviewed by the General Manager and the Director reviews the performance of the General Manager. Feedback on staff performance is communicated to staff in review meetings as part of the annual appraisal process, which includes the identification of Continuing Professional Development (CPD) needs. The appraisal process is effectively documented.

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.	☒ Yes ☐ No
4.2	Information on the courses available is comprehensive, accurate and up-to-date.	☒ Yes ☐ No
4.3	The provider's key policies are accessible through the website.	☒ Yes ☐ No

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

Comments

The Provider's promotional materials provide an accurate depiction of the method of delivery, location, premises, facilities, resources and programmes offered. The Provider's website is well maintained and has been updated to include all the programmes offered online.

The information provided prior to, and at the start of programmes is relevant, accurate and up to date. The Provider also produces detailed brochures for all its training programmes.

The Provider's website provides access to relevant policies and associated information.

As a result, prospective participants have access to good information to enable them to make informed choices about the most relevant course to meet their needs.

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.	☒ Yes ☐ 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.	☒ Yes ☐ No ☐ NA
5.3	A formal application and selection process ensures that participants meet the entry requirements.	☒ Yes ☐ No ☐ NA
5.4	Applicants are provided with sufficient information to enable them to make a judgement on the suitability of the courses and their delivery methods and they can discuss any concerns before registration.	☒ Yes ☐ 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.	☒ Yes ☐ No
5.6	Overseas recruitment agents are properly selected, briefed, monitored and evaluated.	☐ Yes ☐ No ☒ 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.	☒ Yes ☐ No

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

Comments

The Provider undertakes research across the industry to ensure that it offers training programmes that are current and meet participants' needs. Participant feedback is continuously requested to ensure its training programmes are meeting participants' expectations.

Application forms are used to obtain relevant participant information that is required prior to registration. Prior to registration being confirmed, the IT Technical Manager communicates with participants to undertake an initial review to further assess any technical support needs in addition to assessing their existing knowledge and understanding. The resulting information is used effectively to plan the training programmes.

Some courses have prerequisites such as technical system requirements, previous experience, current job roles and access to specialist resources. Prerequisites for all training programmes are clearly stated in the programme's marketing materials.

A formal application process ensures that participants meet the requirements before enrolling. This is verified at registration and prior to commencing any programme. The Operations Manager also arranges further communication between the prospective participant and members of the training team if required.

Applicants are provided with sufficient information to enable them to make an informed judgement about the suitability of the training programmes offered by the Provider. There are also opportunities to discuss programmes and their delivery methods prior to registration. The Provider also produces detailed programme brochures that include background information, required resources, session plans and learning aims.

All application and general enquiries are responded to promptly by the General Manager. Enquiries are referred to the Operations Manager as needed. The Operations Manager, General Manager and IT Technical Manager also communicate regularly, and this includes holding meetings to ensure that all stakeholders are up to date regarding the training programmes.

The Provider does not make use of overseas recruitment agents as all recruitment is undertaken within the organisation.

The Provider has effective systems to identify participants who have special educational needs and disabilities that may require additional learning support or other assistance. Participants have a range of options to disclose any specific needs prior to enrolment and while following their training programme.

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.	☒ Yes ☐ No
6.2	Accurate and secure records of attendance and punctuality at each session are kept for all participants, collated centrally and regularly reviewed.	☒ Yes ☐ No ☐ NA
6.3	Participant absences are followed up promptly and appropriate action is taken.	☒ Yes ☐ No ☐ NA

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

Comments

There is an appropriate, clear and published policy on participant attendance and punctuality. The policy is communicated to participants prior to any training programme commencing and then further communicated at induction within the programme handbook.

Attendance registers and records are maintained using the Provider's secure central administrative system. Attendance and punctuality are reviewed as part of each programme evaluation by the Operations Manager. The General Manager effectively monitors participant attendance and follows up any absences promptly. Online attendance absences are also followed up by the General Manager. Appropriate action, including providing additional support for participants, is taken based on the reason for the absence.

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.	☒ Yes ☐ 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.	☒ Yes ☐ No
7.3	Feedback is obtained, recorded and analysed on a regular basis.	☒ Yes ☐ No
7.4	The feedback is reviewed by management and appropriate action is taken.	☒ Yes ☐ No
7.5	There is a mechanism for reporting to the participants what the provider has done in response to their feedback.	☒ Yes ☐ 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.	☒ Yes ☐ No
7.7	Action plans are implemented and regularly reviewed, with outcomes reported to management.	☒ Yes ☐ No

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

Comments

The Provider's annual report process is used effectively as a tool to monitor all aspects of the Provider's performance. The review process takes into account both staff and participant feedback.

The training provision is also regularly reviewed by the senior management team. The General Manager produces an evaluative report after every programme, including an action plan for the next cohort. The report includes participant and trainer feedback and the outcomes of training session observations.

The Provider has a collaborative approach to obtaining feedback from participants. All participants complete a questionnaire at the end of each programme. In addition, group discussions with the trainers take place during each programme's delivery to check participant satisfaction.

All feedback is formally collated by the General Manager after every programme. The evaluation of the feedback is included in the programme evaluation reports. Responses to feedback are fed back to participants during delivery and after the programmes have been completed.

These effective systems and processes ensure that the Provider works with all stakeholders to monitor its own standards to drive improvements across all aspects of the training provision. Key outcomes are published within the annual report, which is accessible to all stakeholders.

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.	☒ 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

Programme management is highly effective and contributes significantly to a positive and productive learning environment and good outcomes for the participants. The Operations Manager and General Manager are professionally qualified and highly experienced in managing the team of training staff. In addition, the Provider has an IT Technical Manager who oversees the technical requirements of each training programme and supports the trainers effectively.

All training sessions are clearly timetabled and planned effectively, with appropriately allocated start and finish times and multiple breaks. Training rooms and other areas, such as practical workshop spaces, are also effectively timetabled.

Participants confirmed that they are happy with the planning of training sessions and that these meet their needs. Inspection findings support this view.

There are appropriate capacity limits in place for all programmes, which ensure a highly effective and appropriate ratio of trainers to participants. The ratio has been carefully considered based on the method of delivery, venue and resources to ensure that the learning experience is of a high and consistent quality. Participants confirm that trainers have excellent subject knowledge that supports their learning very well.

The senior management team works with the training team to develop the training resources. Resources are discussed with trainers prior to programmes commencing. This process ensures that all resources are reviewed and standardised in line with the training programmes' aims and objectives, and participants' needs.

A standardised and documented system is in place for the planning and implementation of all training programmes. The senior management and training teams meet frequently to ensure that all stakeholders have an effective understanding of the programme goals, training outcomes and participants' needs.

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

All programmes have been carefully developed to ensure that they reflect current knowledge and practice within the sector and its associated disciplines. The Operations Manager and IT Technical Manager work closely with subject experts to develop programme content. This ensures that the content of all programmes is up to date and appropriate. All training materials are checked for quality by the General Manager prior to delivery.

Training programme materials are appropriately presented and sufficiently comprehensive to enable participants to achieve the training programme's objectives. All relevant IT materials are tested to ensure their accessibility during quality assurance checks. Participants confirm that the training materials and resources are highly appropriate and help them to achieve their learning objectives from the training.

All of the Provider's programmes have detailed delivery plans in place, including session plans, to ensure delivery methods are wide ranging and inclusive. These programmes also aid the development of participants' independent learning skills and include group and individual work activities.

The professional backgrounds and academic and support needs of all participants are considered in the planning and delivery of all training programmes. Information is obtained from participants' application forms, individual participant enquiries and initial communication with the IT Technical Manager.

The General Manager ensures that he meets with the trainers prior to the delivery of any training programme to ensure that the trainers are aware of the detail of the programme and the participants' needs.

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 and pedagogic and communication skills that allow 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 a high level of subject knowledge. They are recruited based on their level of subject knowledge, training experience and communication skills.

All training staff are required to update their Curriculum Vitae (CV) and CPD record annually. This facilitates the effective allocation of trainers to the programmes. Training staff confirmed that subject specific CPD has a high priority for the Provider and is encouraged and supported by the senior management team. This support ensures that the participants receive a relevant, up-to-date and specialised learning experience.

Trainers are highly enthusiastic regarding maintaining their own CPD. This is achieved through their professional employment in the industry, as well as updating their own skills and qualifications in their specialist subject areas. Trainers are also supported by the Provider regarding any mandatory training requirements, such as in safeguarding.

Trainers respond effectively to the different backgrounds and particular support needs of participants in their delivery approaches and methods.

The Provider has a participant-focused ethos and works hard to ensure that programmes are designed to include varied content and delivery methods appropriate to the age, background and levels of any participant cohort.

Trainers are very responsive to participant needs and very aware of being inclusive. They continuously check participants' understanding during and after the training sessions.

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

There are no assessments for any of the training programmes. Participants receive a certificate of attendance that may be used for CPD purposes.

Participants are provided with a programme handbook that sets out how their progress relates to their target level of achievement. The level of achievement, in terms of the acquisition of additional knowledge and skills, to which the participants aspire varies across programmes depending on their duration, which ranges from one day to several weeks. Programmes that are longer in duration, for example over a number of weeks, include weekly review sessions and opportunities for the trainers to review participants' progress in the workplace, where applicable.

The Provider offers appropriate support and advice to prospective participants regarding its available training programmes prior to registration. Appropriate advice and guidance are also offered to any registered participants should they want to change to an alternative programme.

Feedback is given to individual participants on a regular basis, depending on the duration of the specific training programme and method of delivery. Feedback is developmental and tailored to meet the participant's specific needs. All participants have access to their trainer and the General Manager, both of whom provide support outside the scheduled programme delivery times.

Participants confirm that the feedback and guidance from the Provider's staff are highly effective in enabling them to develop subject-specific technical skills, as well as valuable social and transferable skills. This is an excellent confirmation of how the Provider is committed to participants' progression and career development while studying on the programmes.

Training programmes do not require participants to work to formal deadlines or submit coursework. Any evidence created as part of the programmes is retained for personal progression and CPD purposes.

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

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**

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

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

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.	☒ Yes ☐ No
16.2	Participants receive appropriate information, advice and guidance before the start of the course.	☒ Yes ☐ No
16.3	Participants receive an appropriate induction and relevant information at the start of the programme.	☒ Yes ☐ No
16.4	Participants are issued with a contact number for out-of-hours and emergency support.	☒ Yes ☐ No ☐ 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.	☒ Yes ☐ No
16.6	Effective safeguarding arrangements are in place for participants under the age of 18 and vulnerable adults, which are regularly reviewed.	☐ Yes ☐ No ☒ NA
16.7	A suitable policy and effective arrangements are in place to protect participants from the risks associated with radicalisation and extremism.	☒ Yes ☐ 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.	☒ Yes ☐ No ☐ 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.	☒ Yes ☐ No

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

Comments

The General Manager is responsible for participant welfare for both face-to-face and online training programmes.

Participants receive effective advice and guidance from their trainer, which ensure that they are well supported on their training programme. The General Manager provides all participants with detailed Information, advice and guidance prior to any programme commencing.

The General Manager responds to any enquiries efficiently and promptly by means of e-mail or telephone call prior to participants applying or registering for a training programme.

All participants receive an induction as part of the first session of any training programme. This is a standardised activity that can be amended to suit the participants and delivery method requirements. The induction activity is welcoming, engaging and informative. It includes appropriate information about participants' expected behaviour and health and safety.

All participants are provided with contact details for the General Manager and their trainer if they require support or assistance, including emergency contact outside normal working hours.

The Provider's policies and procedures clearly state that abusive behaviour, including cyberbullying, is not tolerated. All participants sign an agreement to ensure that they adhere to the Provider's terms and conditions for each training programme. This ensures that any discriminatory or abusive behaviour is avoided.

The Provider does not recruit participants who are under the age of 18 or who are identified as vulnerable adults.

A suitable policy and effective arrangements are in place to protect participants from the risks associated with radicalisation and extremism. This is inclusive of a risk assessment for the prevention of radicalisation and extremism. All staff that have direct contact with participants have received training on how to protect participants from the dangers of radicalisation and extremism. Some other staff have also received training but this requires updating.

The Provider has a suitable e-policy that includes participants' safe and responsible use of social media and digital devices, such as mobile telephones, tablets and cameras.

The Provider securely stores contact details for all participants for online and face-to-face training. Face-to-face training participants also provide a next-of-kin contact. All relevant staff can access this information.

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17.   International participants are provided with specific advice and assistance

17.1	International participants receive appropriate advice before their arrival on travelling to and living in their host country.	☐ Yes	☐ No
17.2	International participants receive an appropriate induction upon arrival covering issues specific to the local area.	☐ Yes	☐ No
17.3	Information and advice specific to international participants continue to be available throughout their course of study.	☐ Yes	☐ No
17.4	Provision of support takes into account cultural and religious considerations.	☐ Yes	☐ 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
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

There is a fair and transparent enrolment procedure for all face-to-face and online training programmes. Participants are provided with clear contractual terms and conditions that are signed and dated. There is an appropriate refund policy in place.

Participants have access to a fair complaints procedure, about which they are informed as part of the induction. The complaints procedure is also accessible from the Provider's website.

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 home-stay accommodation is ensured and the provider's relationship with the hosts is properly managed**	
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 are 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

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

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

Comments

| The Provider does not offer a formal social programme.

Participants can receive communications from the Provider if they have chosen to do so at the time of registration. As a result, they receive information of professional interest, including relevant events to attend that may be of interest. |

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 Provider has secure tenure agreements for its head office premises.

External premises are not used as all training takes place at the head office or online. |

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.	☒ Yes ☐ No
23.2	The premises are maintained in an adequate state of repair, decoration and cleanliness.	☒ Yes ☐ No

23.3	There are specific safety rules in hazardous areas, for example, science laboratories, which are readily accessible to participants, staff and visitors.	☐ Yes ☐ No ☒ NA
23.4	General guidance on health and safety is made available to participants, staff and visitors.	☒ Yes ☐ No
23.5	There is adequate signage inside and outside of the premises and notice boards for the display of general information.	☒ Yes ☐ 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.	☒ Yes ☐ No
23.7	There are toilet facilities of an appropriate number and level of cleanliness.	☒ Yes ☐ No
23.8	There is adequate heating and ventilation in all rooms.	☒ Yes ☐ No

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

Comments

The Provider's head office premises provide a safe, secure and clean environment for staff. There is appropriate secure access to the premises through the main building's reception area on the ground floor. The premises are spacious, effectively maintained and clean.

General guidance on health and safety is provided to staff and visitors on arrival and all visitors are requested to sign in and are issued with a visitor badge. There are clear notices and signage regarding fire and other health and safety procedures throughout the premises to ensure the safety of participants, staff and visitors. Health and safety are also covered as part of participants' induction.

The premises provide very good circulation space for the number of staff accommodated and there is a suitable space in which to receive visitors.

There are good toilet facilities throughout the premises that are clean and appropriately maintained. There is evidence of good heating and ventilation in all 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.	☒ Yes ☐ 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.	☒ Yes ☐ No
24.3	There are facilities suitable for conducting the assessments required for each course.	☐ Yes ☐ No ☒ NA

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

Comments

The Provider has access to two large and suitably equipped training rooms that can easily accommodate various numbers of participants and trainers depending on the set-up of the room.

There is one additional smaller training room that can be used for smaller groups. The training rooms allow for the effective delivery of a range of training methods.

There are no assessments conducted on any training programmes.

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.	☒ Yes ☐ No
25.2	Trainers have access to sufficient personal space for preparing teaching/training sessions, marking work and relaxation.	☒ Yes ☐ No ☐ 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.	☒ Yes ☐ 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.	☒ Yes ☐ No
25.5	Administrative offices are adequate in size and are resourced for the effective administration of the provider.	☒ Yes ☐ No

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

Comments

Participants have access to sufficient additional workspaces at the head office premises. The Provider supports participants by providing all the resources required for the programmes, such as Information Communication Technology (ICT), audio-visual equipment, interactive whiteboards and projectors.

Staff have access to suitable additional facilities at the head office, including office space, communal break areas and private meeting rooms.

Participants and staff have access to separate relaxation areas and outdoor seating areas. The premises are situated in a central area of London with access to local restaurants and additional outdoor recreational spaces.

Training staff have appropriate facilities and access to lockable offices and secure storage. All training rooms are secure, allowing participants to store personal belongings safely.

The administrator's office is also situated in the head office and is of a good size. The location of the administrator's office is effective as it allows full sight of the training rooms and lift exits from which visitors first enter the Provider's premises.

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.	☒ Yes ☐ 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.	☒ Yes ☐ 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.	☐ Yes ☐ No ☒ NA
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.	☒ Yes ☐ No

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

Comments

The senior management team has undertaken valid research regarding effective online delivery methods. This included running a test delivery of online sessions prior to enrolling any participants. In addition, the General Manager analyses feedback from all the Provider's online training programmes to inform future programmes effectively.

There is a suitable data collection policy that clearly outlines how the Provider will protect any personal data. The policy includes the name and contact details of the Data Protection Officer (DPO), who is responsible for the data collection and collation systems and for monitoring the storage of data.

The General Manager oversees all programme registrations and liaises with the IT Technical Manager and the trainers to confirm attendance lists for each online training programme and individual training session.

Each online training session is overseen by the General Manager. This allows the trainer to focus fully on the online delivery and the General Manager to contact any absent participants. This also allows the General Manager to monitor participant interaction and their response to the trainer, and to monitor the communication systems.

All programme content is reviewed by the General Manager, who also checks that all the resources, such as video footage or external weblinks, are safe and appropriate for the participants.

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.	☒ Yes ☐ No
27.2	The provider has a sufficient number of qualified online trainers to give individualised instructional service to each learner.	☒ Yes ☐ No
27.3	The allocation of online trainers to courses provides a consistent learning experience and delivery is monitored to ensure consistency.	☒ Yes ☐ No
27.4	Online delivery methods are sufficient to attain the stated course objectives and intended learning outcomes.	☒ Yes ☐ No ☐ NA
27.5	Online programme designers make effective use of appropriate teaching aids and learning resources.	☒ Yes ☐ No
27.6	Suitable additional study aids are provided through investment in technology and/or issuing supplementary study materials.	☒ Yes ☐ No ☐ NA

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

Comments

The members of the senior management team are highly qualified and have responsibility for the online programme delivery and the management of the trainers. The General Manager leads all online programme management and is supported effectively by the IT Technical Manager and trainers.

The Provider has a sufficient number of trainers who can be deployed to run its online training programmes. All staff involved in training are highly qualified and experienced within their field of expertise. They have also recently undertaken appropriate training using the Provider's online delivery platform. This ensures that the training programmes are delivered to a good standard.

The Operations Manager ensures that all participants receive a consistent learning experience by allocating one trainer to a small number of participants on each programme. The trainers are subject experts and are also experienced in online delivery. The General Manager monitors all online training sessions, including the trainers' performance and the participants' feedback. The outcomes of the performance monitoring and participant feedback are used appropriately to inform staff appraisals and future delivery.

The trainers work with the senior management team to ensure that a varied range of delivery methods is used to enhance the online learning experience and to ensure that all participants are engaged and responsive. All training

programmes have clear delivery plans in place that accurately reflect the programme objectives and intended outcomes. These are clearly documented and sufficiently detailed.

The General Manager works closely with the trainers to standardise the online programme content. The senior management team and trainers aim for the online programmes to mirror the face-to-face delivery as much as possible. The content makes use of a range of learning methods, including trainer-led sessions, sessions held in break-out rooms for group work and the effective use of video footage. This wide range of appropriate methods ensures that participants are fully engaged and receive a varied and interactive learning experience.

Training programmes vary in duration and some programmes require pre-reading or additional work to be undertaken independently between sessions. All instructions for the use of the additional study materials are clear and accessible.

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.	☒ Yes ☐ 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.	☒ Yes ☐ No
28.3	Performance review procedures for online trainers incorporate regular monitoring of their feedback to participants.	☒ Yes ☐ No

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

Comments

Trainers clearly demonstrate a good understanding of the special challenges and demands relating to the delivery of online training programmes. As the delivery of online training programmes is new to the Provider, staff have worked hard to research effective approaches and analyse participants' training needs. This ensures that the programmes are fit for purpose for the subject and method of delivery.

All trainers are employed on a full- or part-time basis. Most trainers have been with the Provider for at least three years, and all are qualified to the most up-to-date industry standard for their specialism. As a result, they have a good understanding of the Provider's ethos and values, as well as the IT industry. Trainers are experienced with the face-to-face delivery of the Provider's programmes and have received appropriate training in the use of the Provider's online applications.

All staff, including the online trainers, receive an annual appraisal from the General Manager. This is an appropriate, formal and documented process that includes an evaluation of participant feedback.

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.	☒ Yes ☐ No

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

Comments

The programme registration process is sufficiently detailed and clearly documented.

Initial communications with participants clearly state the level of digital literacy required for any training programme. Information regarding their expected level of digital literacy is also communicated through the marketing information and communications with the IT Manager prior to programme delivery.
The necessary instructions relating to the technical requirements for joining the Provider's online training programmes are also included in the initial welcome e-mail sent to participants. In addition, participants are required to test their

technical devices prior to the start date of any programme and are appropriately supported by technical support staff as needed.

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 that 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
Comments

The Provider has effective systems in place to ensure participants are well informed and supported regarding the required study methods for its online programmes. All participants receive a standardised induction at the start of their programme, and this is supported by a programme handbook. Programme handbooks are detailed and include useful instructions and suggestions about how to study using the Provider's choice of online application.

Participants are supported by an administrator, trainer and technician throughout their online programmes. The participants confirm that all enquiries are handled promptly and supportively. Inspection findings confirm this to be accurate.

Participants are advised of the technical system requirements in the welcome communications they receive prior to the commencement of their training programme. Technical support guidance is also provided on the use of the Provider's online delivery application. This approach ensures that participants are well prepared to undertake their chosen programme.

The online training programmes, regardless of duration, encourage participants to interact during and after the sessions, promoting networking and the sharing of good practice. This is supported by trainer-led activities that use appropriate methods such as sharing screens and industry experiences. Participants confirm that this is a positive and well-received aspect of the programmes.

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
Comments

The Provider is using a reputable online application to deliver its training programmes. The Provider is registered as a business user with the application and the General Manager leads on the scheduling of the online training sessions.

The IT Technical Manager has delivered relevant training to all the trainers and has created written support guidance for the online application. The guidance is sent to all staff and participants registered for a training programme.

All staff involved in the administration and delivery of the online training programmes have sufficient knowledge to provide the necessary technical support to participants. The IT Technical Manager is highly experienced and can be contacted both during and outside the hours of formal programme delivery.

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

All staff are passionate and committed to providing an excellent service to participants, in accordance with the Provider's ethos and values. This ensures that staff work together in a highly effective manner and effectively support each other.

The Provider works hard to ensure its training programmes are flexible and participant focused from initial communication through to post-delivery support. This promotes a professional and inclusive learning environment for participants.

Actions required	Priority H/M/L
None	☐ High ☐ Medium ☐ Low

TEACHING, LEARNING AND ASSESSMENT

Provider's strengths

Online delivery approaches support participants to build on their technical skills and widen their subject knowledge by interacting with others from a broad range of industry sectors and experiences.

Trainers are trained and qualified to the latest industry standards to ensure that participants receive current and high-quality training.

Actions required	Priority H/M/L
None	☐ High ☐ Medium ☐ Low

PARTICIPANT WELFARE

Provider's strengths

Participants receive excellent support after the delivery of the training programmes, with generous access to free support materials being provided to allow ongoing learning.

Actions required	Priority H/M/L
None	☐ High ☐ Medium ☐ Low

PREMISES AND FACILITIES

Provider's strengths

The Provider has modern and spacious head office premises that are centrally located, with access to the latest industry-standard IT systems to provide a positive and professional learning environment for participants.

Actions required	Priority H/M/L
None	☐ High ☐ Medium ☐ Low

ONLINE DISTANCE AND BLENDED LEARNING COMPONENT (if applicable)

Provider's strengths

The Provider has carried out thorough research from across the IT industry and its clients to ensure that its online training programme offer is fit for purpose and meets the needs of participants. Online training programmes have been planned in detail to ensure that a range of interactive delivery methods is included. The content for online training sessions has been carefully considered to ensure that participants receive a high-quality learning experience.

Actions required	Priority H/M/L
None	☐ High ☐ Medium ☐ Low

RECOMMENDED AREAS FOR IMPROVEMENT

To be reviewed at the next inspection

It is recommended that the Provider instigates a formal, documented system of all online training session observations undertaken. It is recommended that all staff undertake training in preventing radicalisation and extremism and that any staff who have undertaken training ensure that this is updated.

COMPLIANCE WITH STATUTORY REQUIREMENTS