BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

Short Course Provider (SCP)

Candidacy / Stage 2 Inspection

NAME OF PROVIDER: County Business School

ADDRESS: 148 Sandy Lane South

Wallington

Surrey

SM6 9NR

HEAD OF PROVIDER: Mr Theo Sehindemi

DATE OF INSPECTION: 4 & 5 July 2022

ACCREDITATION STATUS AT INSPECTION: Candidate

DECISION ON ACCREDITATION: Accreditation awarded for six months

DATE: 22 September 2022

PART A – INTRODUCTION

1. Background to the provider

County Business School (CBS/the Provider) is a private limited company registered in England and Wales. It offers short accredited vocational courses at Levels 3 to 5 in various business areas, including customer service and business administration.

CBS was incorporated as a private limited company in June 2016. Its courses are targeted at professional people working for private and public organisations or running their own businesses.

CBS is based in London in the United Kingdom (UK), with administrative offices in Wallington. Teaching and learning will take place in hired venues close to London Bridge. No participants attend at the administrative premises.

The goal of CBS is to facilitate the intellectual, personal and professional growth of its participants and staff.

The sole proprietor, who is also the Director and the principal trainer, is supported by a part-time administrator.

2. Brief description of the current provision

CBS offers a range of in-person courses in customer services, retail, business administration and bookkeeping. The courses are accredited by City and Guilds. They are offered as open courses that anyone can attend and can also be tailormade to meet the specific requirements of an organisation.

Courses last between two weeks and two months. They will be planned to run from January to July and from September to December. The maximum number of participants on a course will be 20.

There were no courses running at the time of the inspection.

CBS intends to recruit participants from the UK as well as countries in West Africa, such as Nigeria, Niger, The Gambia and Ghana, as well as South Africa. CBS also anticipates that participants will attend from Pakistan, Sri Lanka and India.

The entry requirements for the courses will depend on the level and nature of the course and will include a suitable level of education or relevant work experience. Participants must have five General Certificates in Secondary Education (GCSEs), including English and mathematics, or the equivalent. They must also have a minimum of two years' work experience and be over 21 years of age.

Admission to the courses will be on a continuous enrolment basis.

3. Inspection process

The inspection was undertaken by one inspector over two days, comprising one day at the hired premises in The Borough, near London Bridge in London, and one day conducted remotely. The inspector held meetings with the Director and the administrator. The inspector toured the premises and scrutinised a wide range of documentation. All requested information was made readily available. CBS co-operated fully with the inspection.

PART B – JUDGEMENT 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 management structure is clearly defined. CBS is managed by its Director, supported by a self-employed administrator. The Director is responsible for the operational management as well as the academic side of the business. The administrator is responsible for enrolling the participants, and for health and safety and general administration.

The organisational chart is clear and details the individual responsibilities of the staff. There are detailed job descriptions for each post. Consequently, post holders are effective in their roles.

The Director is appropriately qualified and experienced for his role as the head of provider and as a teacher. Effective planning has provided a sound foundation for the business.

Channels of communication between the Director and the administrator are clear and effective. The two communicate regularly as needed by email, telephone and virtual meetings. Calls are recorded on a log sheet that notes the date of the call, the reason for the call and any action points resulting from the call. Important calls are backed up with an email summary. As a result, channels of communication are effective.

CBS has a written statement of its mission prominently displayed on its website and that guides the provision. The mission statement is also disseminated in the staff handbook and the participant handbook.

CBS has a written risk assessment that includes a series of financial forecasts with a range of different assumptions regarding participation levels and different costings in order to ensure the viability of the business. This is to be reviewed at the end of the first year of trading. As a result, the financial viability of the business is assured.

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

CBS is effectively administered. The Director takes overall responsibility for the day-to-day running of the Provider and is appropriately supported by the administrator. Suitable job descriptions are provided for each role. Both are suitably qualified and experienced. Consequently, they both understand their duties and are effective in carrying them out.

The size of the administrative team is sufficient to ensure the day-to-day running of CBS. Additional administrative support may be needed in the event that the Provider grows as planned to ensure that the standard of administrative support remains high.

The administrator supports the Director by administering the enrolment process, including the gathering and checking of participant qualifications and experience, preparing the timetable and liaising with the owners of the course delivery premises. This support is clearly defined and documented.

Administrative policies, procedures and systems are thorough and detailed. Appropriate policies and procedures for participant enrolment and staff recruitment are in place and have been suitably disseminated.

Staff and participant data is collected systematically during the respective recruitment or enrolment processes. This data is filed electronically. Consequently, the data will be easily available when needed.

Personal records for both participants and staff are sufficiently detailed for their purpose. The data is collected systematically and securely stored digitally.

CBS has an appropriate data protection policy. All electronic data is protected by differential password controls. Consequently, personal data is maintained securely.

3. The provider recruits appropriate staff

3.1	There are appropriate policies and effective procedures for the recruitment of suitably qualified and experienced staff that 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

CBS has put in place suitable procedures for the recruitment of staff. A staged interview process is in place to ensure only appropriately experienced and qualified staff are employed. CBS intends to use a teacher recruitment agency in the first instance to supply candidates for interview for any available positions. As a result, suitable staff will be employed.

The recruitment procedure requires the close checking and verification of all documents. This includes those documents relating to identity, qualifications and references. Copies of the verified documents will be stored in the individual personnel files.

CBS has a suitable system in place for reviewing staff performance. Annual reviews include a professional dialogue to highlight strengths and weaknesses and to set and review targets. Appropriate documentation to support this process is in place. For teaching staff, the review will include the observation of lessons, a professional dialogue and the setting and reviewing of targets.

A personal development planning process is outlined in the staff handbook. A personal development plan is agreed between the Director and each staff member. This will appropriately support the staff's Continuing Professional Development (CPD). Consequently, staff are able to develop their professional expertise.

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 website provides an accurate description of CBS, and its location, premises and courses. The information on the courses is comprehensive and up to date. It includes the course title, the level, the objectives, the target participants for the course and a list of all the topics to be covered. Consequently, prospective participants are able to make informed choices about the suitability of the courses to meet their needs. Key policies are accessible by downloading the participant handbook from the website.

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 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/or disabilities requiring additional learning support or other assistance.	☒ Yes ☐ No

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

Comments

CBS takes appropriate care to recruit suitable participants. Courses advertised are directly related to the requirements of the respective awarding bodies. The course objectives and intended participants for the courses are included on the website. Course prerequisites are clear. As a result, prospective participants are in a position to make an informed choice about the suitability of the courses.

Entry requirements are suitable and clearly stated. These include educational qualifications and a minimum level of experience. Appropriate English language requirements are clearly stated. Full details of the courses, including the level and the topics covered, are included.

An appropriate admissions policy is clearly outlined on the website. The course booking process is suitable. Prospective participants apply through the website and outline their qualifications and experience on application. This ensures participants meet the entry requirements.

CBS intends to reply to all applications within a suitable target response time. Initial enquiries are made via the website and responses are quickly made via email. In this way, all stakeholders are suitably briefed on the programme requirements.

CBS has an appropriate procedure for identifying the additional needs of participants. Participants have the opportunity to seek additional support by communicating any additional support needs during the application process.

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

CBS has a suitable attendance and punctuality policy, that is disseminated as part of the induction. The attendance policy is not currently included in the participant handbook and is not disseminated prior to arrival. Consequently, participants are not aware of the attendance requirements prior to committing to the course.

Appropriate procedures are in place to monitor the policy.

Records of attendance and punctuality are maintained for each training session. These are stored centrally and kept for each participant.

Participant absences will be followed up in a timely fashion. The attendance policy asks participants to notify the teachers of any absence in advance. In the case of unauthorised absence, absent participants will be telephoned, then their place of residence will be contacted. This is a suitable process, given the level of maturity of the participants.

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

CBS has suitable systems to monitor its performance and inform future improvements. A participant feedback form is in place that requires participants to comment on a wide range of different aspects of the provision at the end of the course. Staff and teachers will also feedback formally. This feedback will be analysed for any immediate action points. The feedback will also be consolidated into an annual feedback report, forming part of the more general annual report.

All participants and staff will be required to fill in satisfaction questionnaires covering the whole provision, including the teaching and learning, the course itself and the facilities. An annual business performance appraisal process will also be carried out. Documentation is in place to support this process. Consequently, CBS will be in a position to identify strengths and weaknesses in the provision.

The feedback obtained is to be recorded and analysed after the course and also at the annual reviews in order to identify strengths, weaknesses, action points and trends over time.

Feedback will be scrutinised and responded to in a timely fashion and CBS is aware of the need to keep stakeholders aware of any changes made in response to feedback.

Reports are to be compiled after every course. These will be consolidated into an annual report, which will contain an overview of the provision, the performance reviews and an analysis of the feedback data, linked directly to action plans. As course delivery has not begun, this reporting process has not yet taken place.

The action plans will list specific improvements to be carried out by designated persons within a specific timeframe. Documentation is already in place to support this process. Plans will be reviewed regularly. This will enable CBS to continuously improve the provision.

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

Participants will receive suitable welfare support appropriate to their age and background. The Director and the administrator have appropriate participant welfare experience. The Director is the named staff member responsible for welfare. Both will be present on the premises when courses are taking place.

Participants will receive an appropriate participant handbook prior to arrival. This contains a wide range of appropriate academic and welfare advice, including the mission statement, directions for finding the venue, advice specifically for international participants, the complaints policy, the e-policy, accommodation advice and the equal opportunities statement.

Upon arrival, participants will receive an appropriate induction that includes a quick review of the participant handbook, the attendance policy and the fire evacuation instructions.

Participants will be issued with a contact number for out-of-hours and emergency support at induction.

Suitable policies to avoid discrimination, the behaviour policy and the e-policy are all disseminated in the participant handbook sent prior to participants' arrival.

An appropriate policy is in place to address the risks associated with radicalisation and extremism. A suitable risk assessment has been carried out and there is a clear process for raising any concerns within the organisation. The Director has undertaken appropriate training. Consequently, participants are appropriately protected from the dangers of radicalization and extremism.

An appropriate and comprehensive e-policy is in place that is communicated through the participant handbook. It outlines permitted use of the network, establishes network rules, lists banned activities and lays down rules for the use of confidential information and privacy.

Contact details for next of kin will be collected during the application process and will be stored centrally so that appropriate staff will have quick access, should the need arise.

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

International participants are provided with appropriate, specific advice prior to their arrival. This advice is contained in the participant handbook and includes advice regarding keeping safe in the UK, health insurance, summoning emergency services, finding accommodation and suggested places to visit. Participants can receive additional individual advice via email prior to arrival.

All participants receive a suitable induction covering the local area before they start their course. This will cover local transport, places of worship and places of interest.

Suitable specific advice for international participants will continue to be available from the Director and the administrator. The support for cultural and religious considerations is appropriate. For example, participants will receive information about local places of worship and restaurants catering for religious dietary requirements. Staff will be able to give further assistance as needed.

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

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

Comments

The terms and conditions and the refund policy are clear, fair and easily accessible on the website. Appropriate refund arrangements are included in the terms and conditions.

A fair complaints policy is set out in detail and is available in the participant handbook, which is on the website. The process for making a complaint, as well as the different stages that the complaint may go through, are all clearly outlined. A fair complaints policy is also included in the initial induction. As a result, the fair treatment of participants is assured.

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 that 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 that 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

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

CBS does not intend to provide a formal social programme, although suitable information regarding social activities, that may be of interest to participants, will be made available during the course. This is appropriate for the mature participants who will be undertaking the Provider's professional courses.

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 of its administrative premises.

CBS will hire suitable training rooms as required near London Bridge in central London from a recognised provider of high-quality conference and training facilities.

If training rooms are not available, the same organisation has an alternative building within walking distance.

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 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

Both the administrative and training premises are safe and secure. Access to the training premises is restricted by a security reception desk, supported by Closed-Circuit Television (CCTV) cameras. All visitors sign in and out. As a result, the environment is safe and secure.

The training premises are large, modern, bright and well decorated. They are clean and very well maintained.

General guidance on health and safety is made available by CBS on entry to the classrooms. Advice is given on what to do in the event of a fire, whom to speak to if unwell and where to go for first aid if required. Participants are given health and safety advice during their induction. Signage for fire evacuation is displayed in all rooms and in the corridors. This will keep staff and participants safe.

There is good signage inside and outside the building to direct visitors to the various rooms. There is adequate signage for the display of general information, mostly located near the reception desk.

Circulation space is good, as corridors and stairwells are wide and spacious. There are various spaces, of different sizes, in which to receive visitors.

The number of toilets, including toilets for people who are disabled, is appropriate. Toilets are conveniently located. They are cleaned frequently during the day. Heating and ventilation are temperature controlled for each individual room.

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 building contains a large number and a wide variety of training rooms.

The training rooms and other learning areas are suitable for the courses on offer. Teaching rooms are spacious and well equipped. The furniture is adaptable and can be configured to accommodate a range of different teaching styles, such as whole-class, group, pair or individual tuition.

Training rooms are suitably equipped to a level that supports the effective delivery of courses. Each room has a projector and a screen. Blinds enable rooms to be blacked out if required.

Facilities are suitable for conducting assessments. Training rooms can be arranged appropriately as examination rooms.

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

Additional facilities for participants and staff are appropriate. Participants have access to individual workstations in the common areas, with a strong, dependable wireless connection. Consequently, participants are able to develop their independent study skills effectively.

Well-appointed areas within the building are allocated for relaxation and personal work. Therefore, teachers have suitable access to space for marking, preparation and relaxation.

The premises include a restaurant for lunch and refreshments, the cost of which is included in the course fees. A suitable range of food is available. Special dietary needs can be accommodated. Water coolers are available in all the training rooms. Outside, a patio area provides a good space for relaxation. In addition, there are numerous small, attractive coffee houses, cafeterias and restaurants in the local area.

The premises contain a wide range of rooms of different sizes, including those suitable for private meetings and those large enough for whole-staff meetings.

The administrative offices are suitably resourced.

COMPLIANCE WITH STATUTORY REQUIREMENTS

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