BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

Short Course Provider (SCP)

Candidacy / Stage 2 Inspection

NAME OF PROVIDER: Global Family Care Network (SCIO)

ADDRESS: St James Research Centre
Thornhill Road
Falkirk
FK2 7AZ
Scotland

HEAD OF PROVIDER: Clark Jensen

DATE OF INSPECTION: 22 & 24 June 2021

ACCREDITATION STATUS AT INSPECTION: Not Accredited

DECISION ON ACCREDITATION:

☒ Accreditation awarded for six months

☐ Decision on accreditation deferred

☐ Award of accreditation refused

DATE: 8 October 2021

PART A – INTRODUCTION

1. Background to the provider

Global Family Care Network (the Provider) was founded in 2019 as a non-profit, private limited liability organisation that is registered with the Scottish Charitable Incorporated Organisation (SCIO). It offers training courses on assisting at-risk children and families.

The Provider is located at St James Research Centre, Falkirk, Scotland. The head office, training facilities and participant accommodation are all located at St James Research Centre. The St James Research Centre was established in 2019 by the provider with the aim of conducting research and implementing training programmes in community-based development, prevention of modern slavery, rehabilitation and psycho-therapeutic services for victims of human trafficking, and orphan care

Global Family Care Network aims to provide professional training courses to prevent and intercept child trafficking and systematic abuse, and to provide long-term and family-based care for children who are victims of commercial sexual exploitation and other forms of abuse.

The overall management of the Provider is carried out by one International Director and one Director of the St James Research Centre. These directors are also the founders. They are supported by the Head of Programmes and the Administration and Pastoral Care Manager, who is responsible for administration and the management of pastoral care for all aspects of the provision. The Administration and Pastoral Care Manager is supported by an Administrative Assistant and Administrative Intern.

2. Brief description of the current provision

The Provider offers short, non-accredited, child-protection-based training programmes in the United Kingdom (UK). All programmes are six weeks in duration and delivered via blended learning mechanisms.

The courses are aimed at training and resourcing leaders of community organisations, individuals working in the prevention of human trafficking, those working in the rehabilitation and reintegration of victims of commercial sexual exploitation, and researchers, volunteer caregivers and donors.

At the time of the inspection, no training programmes were being delivered. The Provider has 40 people booked on 12 online and in-person programmes starting in June, October and November 2021. There is an equal mix of female and male participants and all are over the age of 18. They come from the UK, the United States of America (USA), India, Nepal, Canada, El Salvador, Myanmar and Thailand.

The Provider has capacity for approximately 50 participants for in-person training at its head office, and capacity for 100 participants online.

Enrolment on the Provider's programmes is between June and October each year. Online training programmes are open to international applicants and in-person programmes are only available to those in the UK.

There are no formal entry requirements for any training programmes. However, the Provider targets participants who are either currently studying at undergraduate level in college or university, or who have already completed a degree at a college or university. Relevant requirements are discussed with applicants prior to registration.

3. Inspection process

The inspection was conducted remotely over a day and a half by one inspector. Meetings were held with the directors, the Head of Programmes, a Module Leader and one trainer. A virtual tour of the head office premises was also 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 – 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 which 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 and staff involved with the allocation of training delivery.

The Director and International Director are appropriately qualified and experienced and have a clear vision for the Provider and its participants. This enables them to manage the organisation effectively. They are supported by a small senior management team. The senior management team is highly committed and assists the International 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 are scheduled at least weekly and supported by more regular telephone calls and e-mails. 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 by the Directors. This is inclusive of an effectively implemented risk management strategy, which is regularly reviewed by the International 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 Administration and Pastoral Care Manager who has overall responsibility for the administration of the organisation. This person works closely with the Head of Programmes to oversee the consistency of the administration processes, from initial application to registration. The Head of Programmes 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, documented and understood.

There are clear policies covering administrative procedures and systems. These are in the first year of operation and policies will be reviewed annually by the Head of Programmes. These are also 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 Head of Programmes has undertaken recent training to ensure that there is full compliance with the policies and regulations.

All administrative records are stored on a secure 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 to 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 in place. 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 Head of Programmes and the Director prior to employment contracts being issued. All face-to-face trainers are also experienced online trainers and have previously undergone at least one live online interview prior to employment.

The Provider has a structured performance review process for all training and non-training staff. Feedback on staff performance is communicated to staff through performance reviews which take place regularly, including at the end of the operational year. 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 Head of Programmes during each programme delivered. This system is effective and formally recorded so that the whole staff appraisal process is effectively documented.

The performance of all staff is reviewed by the Director. Feedback on staff includes the identification of Continuing Professional Development (CPD) needs. The implementation of CPD and any other identified support is overseen by the International Director, and for new members of staff, this includes a one-month mentorship with the International Director. As a result, staff know how they are doing and are well supported in their personal development.

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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 online and digital 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 participant information packs 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.

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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

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

There are no formal entry requirements for any training programmes. However, the Provider aims courses towards university-level participants studying at Level 4 or above. All courses are delivered in English and participants are advised of the required level of English language fluency. Participants can enrol if English is not their first language, and in some cases a facilitator may be able to arrange translations of spoken and written communications. It is not entirely clear what entry criteria or levels of English language ability are required for training programmes.

A formal application process ensures that participants meet the requirements before enrolling. This is verified at registration and prior to commencing any programme. The Head of Programmes 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 with the Head of Programmes. The Provider also produces detailed programme brochures that include module information, required resources, session plans and learning aims.

All applications and general enquiries are responded to promptly by the International Director and Head of Programmes. The Director also communicates regularly with the senior management team, and this includes holding meetings to ensure that all stakeholders are up to date regarding the training programmes.

The Provider has effective systems to identify participants who have special educational needs and/or 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 and within the participant 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 Head of Programmes. The Administration and Pastoral Manager will be responsible for monitoring participant attendance and will follow up any absences promptly.

Absence from both online and in-person programmes will be reported by trainers to the Administration and Pastoral Manager so that appropriate action can be undertaken and recorded.

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 considers both staff and participant feedback.

The training provision is also regularly reviewed by the senior management team. The Head of Programmes will produce an evaluative report after every programme, including an action plan for the next cohort. The report will include participant and trainer feedback and the outcomes of training session observations.

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

All feedback will be formally collated by the Head of Programmes after every programme. The evaluation of the feedback will be included in programme evaluation reports. Responses to feedback will be fed back to participants during delivery and after the programmes have been completed using in-person and online communication methods.

These effective systems and processes will ensure that the Provider works with all stakeholders to monitor its own standards, including through the use of achievement data, in order to drive improvements across all aspects of the training provision, and to implement action plans.

Key outcomes will be published within the annual report, which is accessible to all stakeholders.

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 Administration and Pastoral Manager is responsible for participant welfare for both in-person and online training programmes. This person will be supported by experienced Module Leaders, who are all trained to provide information, advice and guidance, as well as other related pastoral support. The Director and International Director are also trained in the safeguarding of adults.

Participants receive effective advice and guidance from their trainer, which ensures that they are well supported on their training programme. The Head of Programmes also provides all participants with detailed information, advice and guidance prior to any programme commencing.

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

All participants will receive an induction either prior to or 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 Facilities Manager and their trainer should they require support or assistance, including an emergency contact for use outside normal working hours.

The Provider's policies and procedures clearly state that abusive behaviour, including cyberbullying, is not tolerated. All participants receive a handbook that includes all of the policies, to ensure that participants are aware that any discriminatory or abusive behaviour is unacceptable.

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 who have direct contact with participants have received recent training, however, it would be useful for all staff to undertake training to ensure they are aware how to protect participants from the risks associated with radicalisation and extremism.

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 in-person training. In-person training participants also provide a next-of-kin contact. All relevant staff can access this information.

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

Participants on in-person courses are from the UK only.

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

There is a fair and transparent enrolment procedure for all in-person 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 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

Residential accommodation will be offered; however, this was not inspected.

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20. **The welfare of participants in homestay 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 that 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

There is no home-stay accommodation provision in place.

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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 Head of Programmes consults with trainers to design a wide-ranging social programme for participants based on their academic and leisure interests.

This includes cultural activities in the local area, as well as a programme of subject webinars throughout the training programmes. All activities are published on the Provider's social calendar, which is accessible to all participants.

Any activities within the social programme have been chosen with consideration for their affordability for all participants, and many are free of charge.

On- and off-site social activities are supervised by experienced and qualified staff who undertake an appropriate risk assessment in order to implement suitable safeguards.

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 owns the building and has made appropriate adjustments to make it suitable as an education premises.

All formal documentation is in place and securely stored.

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

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 asked to sign in at the reception area. 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 the 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 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 that 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 one large and suitably equipped training room 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.

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. The Provider supports participants by providing all the resources required for the programmes, such as Information Communication Technology, audio-visual equipment, interactive whiteboards and projectors.

Staff have access to suitable additional facilities, 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 Falkirk, with access to local restaurants and additional outdoor recreational spaces.

Training staff have appropriate facilities to hold meetings and undertake their work.

The administrator's office is also 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.

COMPLIANCE WITH STATUTORY REQUIREMENTS

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

PART C – SUMMARY OF STRENGTHS AND ACTION POINTS

STRENGTHS

The Provider is in the process of employing a team of highly experienced and knowledgeable staff, to ensure professional standards of training, and high-quality training resources and pastoral support.

The Provider considers ongoing and focused international research across all levels of staff as a high priority to support the specialist programmes offered.

Excellent location and renovation of premises ensure that residential and non-residential participants receive a creative and professional learning experience.

ACTIONS REQUIRED

None.	☐ High ☐ Medium ☐ Low

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

The Provider should review how the entry requirements for each course, including those relating to language ability, are stated on published marketing materials

It is recommended that all staff undertake training to ensure they are aware how to protect participants from the risks associated with radicalisation and extremism.

COMPLIANCE WITH STATUTORY REQUIREMENTS – FURTHER COMMENTS, IF APPLICABLE