BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

INTERIM INSPECTION
(Short Course Provider)

PROVIDER: Brickhills Consulting

ADDRESS: 3 Metford Crescent
Enfield
EN3 6GF

HEAD OF PROVIDER: Mr Tim Dingle

ACCREDITATION STATUS: Accredited

DATE OF INSPECTION: 4 October 2021

ACCREDITATION COMMITTEE DECISION AND DATE: Continued accreditation, 27 January 2022
PART A – INTRODUCTION

1. Background to the provider

Brickhills Consulting Limited (the Provider) is a privately owned, short-course training company established in 2019. It provides training in the United Kingdom (UK) in areas such as leadership and management skills, as well as specific technical courses for the oil and gas sector. It is also planned that bespoke in-house courses will be offered in these subject areas for specific clients on demand.

The courses are run in good-quality hotels in London and, as appropriate for the technical oil and gas courses, in larger conference and training premises and on clients’ premises in Aberdeen and Edinburgh in Scotland. The Provider’s administrative office is based in north London. The Provider’s aim is to grow the training provision and deliver it to existing corporate clients and new companies that buy into the ethos of lifelong learning.

The Provider also has a training company called Autoritas that delivers training outside the UK. This company is owned by the same three owners who own the Provider and are the Provider’s sole shareholders. The owners made a decision to open the UK-based training company in order to deliver training courses in London and also in Edinburgh and in Aberdeen, specifically for the oil and gas sector. The Provider will make use of some of the same courses and content that Autoritas delivers.

The three owners are the Directors of Brickhills Consulting and one of the owners also acts as the Chair of the Provider’s board. The Directors provide overall oversight of the Provider, including the marketing of courses. They are also involved in booking participants, sourcing trainers and developing course content, particularly for the oil and gas programmes. The day-to-day running of the courses is delegated to the Chief Executive Officer (CEO).

2. Brief description of the current provision

The Provider offers skills-based courses in areas such as management, leadership, mediation and negotiation skills, as well as technical courses for employees in the oil and gas sector. Specific course titles include Effective Conflict Resolution and Management, Personal Effectiveness and Influencing Skills, Powerful Presentation Skills, Marketing and Sales, Strategy and Strategic Planning, Oil and Gas: Corrosion Monitoring and Control Strategies in Refining Processes and Oil and Gas: Operation and Maintenance Statics of Rotation of Equipment.

The courses are all run in person and are of one to three days’ duration. All the courses are unaccredited.

The courses are targeted at UK-based participants who are managers or senior managers from sectors such as banking, oil and gas, and healthcare. Courses have also been run outside the UK, in Dubai in the United Arab Emirates. BAC’s accreditation is for the UK in-person provision only.

There were no courses running at the time of the inspection. To date, there has been an even mix of male and female participants. All participants have been from the UK and have been over the age of 18.

There are no formal entry requirements for the courses. Courses are scheduled throughout the year, as well as according to demand for bespoke courses.

3. Inspection process

The inspection was carried out remotely by one inspector over one day. The inspector held a meeting with the CEO and a trainer. A wide range of documentation was scrutinised. The Provider co-operated fully with the inspection process.
4. Inspection history

<table>
<thead>
<tr>
<th>Inspection type</th>
<th>Date</th>
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<tbody>
<tr>
<td>Full Inspection</td>
<td>31 July–1 August 2019</td>
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PART B – JUDGEMENTS AND EVIDENCE

The following judgements and comments are based upon evidence seen by the inspector during the inspection and from documentation provided by the provider.

1. Significant changes since the last inspection

No courses have been delivered since the initial courses were run at the end of 2019. As a result, the administrative staff have no longer been required and the tutors, who were all consultant contractors, have been released. Limited marketing has taken place during the period up to September 2021. The CEO is the only staff member retained by the Provider. The office in central London has been relocated to north London.

2. Response to action points in last report

5.1 Any prerequisites, for example that the participant has undertaken a basic course before attending an advanced course, must be consistently included in course descriptions seen by prospective participants.

Course descriptors, including all prerequisites, are sent to all prospective participants before they commit to a course. Usually, this is via the training department or human resources department of the sponsoring company.

7.4 A formal mechanism for reporting on the Provider’s response to participants’ feedback must be developed.

The Provider records pertinent comments from feedback, along with action points for improvement. The feedback is shared with tutors, administrators and the participants via the sponsoring company.

17.5 A policy that is aimed at participants to avoid discrimination and a published procedure for dealing with any abusive behavior must be developed.

The participant guide, entitled ‘General ground rules for training’, has been reviewed and updated to include a requirement to avoid discrimination and to respect others’ views and opinions, and to accept differences of opinion. A suitable procedure for dealing with abusive behavior has also been developed.

3. Response to recommended areas for improvement in last report

The Provider is recommended to keep the size of the administrative team under review if the Provider develops its provision as planned.

The provision has not developed as planned due to national restrictions. In fact, the size of the administrative team has been reduced.

The Provider should include a consistent level of detail relating to all the courses on its website, including the target audience, and finalise all the sections of the website, such as the one relating to participants’ testimonials.

The website is currently being redesigned. All courses have a consistent level of detail, which includes the course objectives, course content, target audience, the delivery methods, the venue, the cost, the duration and the course dates. Those courses that have testimonials from participants are available on the website.

The Provider should consider obtaining formal written feedback from the trainers and the participants’ employers to maximise the opportunities to identify areas to improve.

There is now a system in place for obtaining formal written feedback from trainers and participants, which leads directly to a quality improvement plan for the individual course. The feedback proforma includes qualitative as well as quantitative information, so that suggestions and opinions can be effectively gathered. The Provider has
a system in place to liaise with the sponsoring company so that courses can be kept in line with the company’s needs.

*The course timetable should include an outline of the various interactive and group activities that form part of the courses, in order to encourage consistency in the event that the course is delivered by a new trainer.*

The course timetable now includes a more specific framework within a detailed lesson plan that includes a delivery plan, the content and slides to be used, and notes on the style and type of delivery, including interactive and group work and presentations.

### 4. Compliance with BAC accreditation requirements

<table>
<thead>
<tr>
<th>4.1 Management, Staffing and Administration (spot check)</th>
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<tbody>
<tr>
<td><strong>The standards are judged to be:</strong> ☐ Met ☒ Partially Met ☐ Not Met</td>
</tr>
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</table>

**Comments**

Brickhills Consulting is effectively managed. The CEO is highly qualified, with substantial experience in the role. Channels of communication between the CEO and the owners, who provide substantial support, are regular, clear and effective. The leadership has clear aims and a credible route to achieving those aims.

The size of the administrative team is adequate for the current level of activity, and plans are in place for it to grow when needed. As a result, participants will benefit from well-administered courses when these recommence.

All the Provider’s policies, processes and procedures remain appropriate and some have been reviewed and enhanced since the last inspection. There is a detailed staff handbook containing the current policies and procedures, including grievance procedures, health and safety policies and data protection protocols. Consequently, staff have a clear understanding of how the company is run. However, there is no formalised system for recording when these policies and procedures were last reviewed and updated so that it is clear that the policies and procedures are being amended in line with any feedback and they are not available through the website.

Staff recruitment checklists ensure that all necessary pre-employment checks are carried out.

The well-designed website accurately portrays the provision. It contains the information necessary for prospective participants to make an informed choice about the suitability of the course for their needs. However, some of the information requires updating, for example the Provider’s current administrative address.

The attendance policy is clear and well disseminated to participants by both the Provider and the sponsoring bodies, with the result that attendance rates are very high.

The Provider systematically seeks out stakeholder feedback to enhance the provision. This feedback usefully informs a quality improvement plan for the course. The quality improvement plans include specific, measurable improvements to be accomplished within a designated timeframe. In this way, the Provider can constantly review and evaluate its own performance.

<table>
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<th>4.2 Teaching, Learning and Assessment (spot check)</th>
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The standards are judged to be: ☒ Met  ☐ Partially Met  ☐ Not Met

Comments

4.4 Premises and Facilities (spot check)

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

Comments

The CEO acts as programme manager. He is highly qualified and has substantial experience as a trainer, and so manages the programme and courses effectively.

Course planning is meticulous The Provider liaises closely with employers, and as a result, it offers courses that meet the needs of participants and their sponsoring bodies. Each course includes a specific framework for delivery, with clearly defined learning aims, supported by a wide range of varied activities to consolidate the learning. Consequently, participants find the courses useful and engaging.

Trainers are chosen according to their enthusiasm, the level of their subject knowledge and their experience linked to the specific content of the course. Consequently, participants benefit from trainers’ knowledge and professionalism.

Trainers have full access to high-quality course materials prior to the delivery of the course. This enables effective participant engagement. Courses are planned to include an assessment on entry, followed by the same assessment on exit. In this way, participants can assess how much they have learned as a result of attending the course.

4.3 Participant Welfare (spot check)

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

Comments

Participants receive pastoral support appropriate to their age, background and circumstances. Participants are typically mature members of a sponsored group and are well-educated professions at middle or senior management levels.

Participants receive very useful advice and guidance prior to the start of the course, with an e-mail that includes a participant guide outlining ground rules for the course. As a result, participants know exactly what is expected of them.

The complaints policy and the procedure for making a complaint are clear. The terms and conditions are fair and accepted by the sponsoring bodies.

A brief induction provides health and safety information, including fire evacuation procedures, and expectations regarding behaviour, punctuality and attendance. Participants are given an opportunity to make trainers aware of any special needs. Consequently, participants can settle to their studies quickly.

Appropriate arrangements are in place to mitigate the risks of radicalisation and extremism. An appropriate policy is in place, and a suitable risk assessment has been conducted. The CEO and the trainer have both undertaken appropriate training.

There is no formal social programme, but information about accessible social activities is readily available on request. Participants have an out-of-hours emergency contact number should they need it.
## Comments

The Provider hires business facilities for the delivery of the training courses in good-quality hotels as required. The hotels are centrally located and are convenient for participants using public transport.

The trainer confirmed that the training premises are maintained to a very high standard. The hotels have their own security staff in attendance. Appropriate guidance on health and safety is made available to participants during a brief induction. As a result, staff and participants are safe and secure.

The trainer also confirmed that the training rooms are spacious, suitably furnished and well equipped. Consequently, participants and staff work in an environment that is highly conducive to learning. It was not possible to inspect the administrative premises.

### 4.5 Compliance Declaration

**Declaration of compliance has been signed and dated.**  
☒ Yes  ☐ No
PART C – SUMMARY OF STRENGTHS AND ACTION POINTS

STRENGTHS

The CEO has the experience and the knowledge to carry out the role effectively and the close liaison between the Provider and sponsoring companies ensures that the courses meet the needs of participants.

The Provider’s aims are clearly communicated.

Trainers are well qualified and have substantial up-to-date experience.

ACTIONS REQUIRED

The Provider must ensure that all information on the website is up to date, including the administrative address.

☐ High ☒ Medium ☐ Low

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

Brickhills Consulting Limited is recommended to review the size of the administrative team should the provision start to develop again in the future.

The Provider should review policies regularly and date and sign them off so that it is clear when the next review and update is due.

It is recommended that key policies are made available on the website.

COMPLIANCE WITH STATUTORY REQUIREMENTS – FURTHER COMMENTS, IF APPLICABLE
