



BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

Short Course Provider (SCP) Candidacy / Stage 2 Inspection

NAME OF PROVIDER: LabMedExpert

ADDRESS: University of Wolverhampton Science Park
Glaiser Drive
Wolverhampton
WV10 9RU
United Kingdom

HEAD OF PROVIDER: Olukunle Akanbi

DATE OF INSPECTION: 30 March & 1 April 2022

ACCREDITATION STATUS AT INSPECTION: Candidate

DECISION ON ACCREDITATION:

Accreditation awarded for six months

Decision on accreditation deferred

Award of accreditation refused

DATE: 19 May 2022

1. Background to the provider

LabMedExpert (the Provider) is a private limited company that started trading in January 2019. It offers accredited short courses in laboratory training.

The Provider's premises are located within the University of Wolverhampton Science Park in Wolverhampton in the West Midlands, United Kingdom (UK). LabMedExpert has a fully equipped training laboratory.

LabMedExpert aims to provide a solution to the current shortage of experienced biomedical scientists and laboratory assistants through accredited training.

LabMedExpert is a private limited company that is owned and managed by the Managing Director (MD), who is a highly experienced scientist within the field of biomedical science and currently is undertaking a professional doctorate in biomedical sciences at the University of Wolverhampton. He is supported by administrative and teaching staff.

The Provider started the provision with the delivery of one course in January 2019, but had to suspend teaching thereafter. Courses have now resumed and the Provider has already expanded the provision, with five courses being delivered.

2. Brief description of the current provision

LabMedExpert offers training in Molecular Technique, Intensive Histology, Intensive Microbiology, Histology Medical Laboratory Assistance and Microbiology Laboratory Assistance to two categories of participants. The first category of participant is graduates with science degrees, while the second category is graduates from a non-science background or non-graduates looking for a career within a pathology department as a medical laboratory assistant.

The courses are delivered through practical and theoretical methods. A majority of the courses are practical and are taught in the laboratories. The remaining courses are theoretical, and taught through materials provided on the Virtual Learning Environment (VLE). The VLE contains training handbooks, presentations, course work to be submitted on a weekly basis, competency portfolios that need to be completed by the trainees, and additional video tutorials.

The Provider had four participants enrolled at the time of the inspection. All participants are over the age of 18. The majority of the applicants that enrol are female, with only a few male candidates. The courses are open to all genders and ethnic groups. The overwhelming majority of the participants are from the UK, with a very small proportion who are from other European countries and already living in the UK.

The Provider offers course start dates each month. These are available on the Provider's website. Course descriptions, that are available on the website, set out any course entry requirements, for example an existing science degree for some courses.

3. Inspection process

The inspection was undertaken by one inspector over two days, one day online and one day at the premises in Wolverhampton. The inspector held meetings with the MD, trainers, participants, administrators and welfare staff. The inspector toured the premises and scrutinised a wide range of documentation. All information was made readily available and the Provider co-operated fully with the inspection. LabMedExpert has sites in Wolverhampton and Oxford. This accreditation application is for the Wolverhampton premises only.

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.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> 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.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
1.3	There are clear channels of communication between the management and staff, including those working at the delivery venue or remotely.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> 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.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
1.5	The provider has a written risk management strategy, which includes financial planning, and that is effectively implemented and regularly reviewed.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

This standard is judged to be:

Met Partially Met Not Met

Comments

The Provider is managed effectively. The management structure is clearly defined. The Provider has very clear goals that are appropriately shared and inform the provision effectively. The staff hierarchy is clearly outlined in the organisational chart. Management roles are clear and effectively documented. As a result, the courses are managed efficiently.

The head of the Provider is well qualified and has substantial experience in this field. He understands his specific responsibilities thoroughly and carries them out efficiently.

The Provider has a small team that meets formally and informally very frequently. Channels of communication are strong and efficient. Consequently, all staff are able to make their views known.

The Provider has a clear mission statement, which is to provide a solution to the current shortage of biomedical scientists and laboratory assistants through accredited training. The Provider is highly focused on fulfilling this mission.

This mission statement is backed up by five key values. These are competence, communication, commitment, care and courage, which appropriately inform the provision. As a result, management and staff have a shared understanding of the Provider’s purpose.

Risk management and financial planning are both sound and clearly documented.

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.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
2.2	The size of the administrative team is sufficient to ensure the effective day-to-day running of the provider.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
2.3	The administrative support available to the management is clearly defined, documented and understood.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
2.4	Administrative policies, procedures and systems are up to date, thorough, well-documented and effectively disseminated across the provider.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
2.5	Data collection and collation systems are effective in supporting the administration of the provider.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
2.6	Participants' and trainers' personal records are sufficiently detailed and regularly updated.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
2.7	The provider has a robust security system with policies in place for protecting the data of its participants and trainers.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

This standard is judged to be:

Met Partially Met Not Met

Comments

LabMedExpert is efficiently administered. Administrators are qualified and experienced in their roles. They work to detailed job descriptions and each understands their own responsibilities and duties. As a result, course administration is timely and effective.

The administrative team is sufficient in size for the day-to-day running of the courses. Consequently, management has appropriate and effective administrative support. This support is clearly outlined in the staff handbook.

Administrative policies, systems and procedures are well defined, well developed and widely disseminated. As a result, the Provider functions effectively and efficiently.

The Provider has effective Information Technology (IT) infrastructure, which supports the efficient running of the administration.

The records for both staff and participants are appropriate and sufficiently detailed for the Provider's purposes. Appropriate systems are in place to keep the records updated.

The Provider uses a safely operated computer system for all electronic data and has differential password access controls in place. 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 which include, for self-employed staff, the development of a signed performance service level agreement.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
3.2	Experience and qualifications are appropriately checked and verified before recruitment and records are accurately maintained.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

3.3	The recruitment process for trainers working remotely includes a face-to-face online interview.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> 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.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
3.5	Managerial and administrative staff are appropriately supported in their continuing professional development.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

This standard is judged to be:

Met Partially Met Not Met

Comments

Recruitment policies and procedures are appropriate and effective. These include the wide-scale advertising of vacant posts, the close checking of qualifications and the signing of employment contracts with detailed terms and conditions.

The Provider has appropriate mechanisms for checking the experience and qualifications of staff and trainers prior to commencement of employment.

A suitable system is in place for reviewing the performance of all staff on an annual basis. These reviews are appropriately documented. For trainers, these reviews entail regular observations of course delivery around a set of teaching criteria, but do not yet encompass the setting and reviewing of agreed targets.

Managerial and administrative staff are well supported in their Continuing Professional Development (CPD). Staff confirm that CPD takes place on a monthly basis, within working hours and with a posted timetable of relevant topics. As a result, staff are able to develop professionally in their roles.

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.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
4.2	Information on the courses available is comprehensive, accurate and up to date.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
4.3	The provider’s key policies are accessible through the website.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

This standard is judged to be:

Met Partially Met Not Met

Comments

The website provides a comprehensive and accurate description of the Provider and the courses. The text and images are accurate and fully reflect the range and nature of the courses on offer. Consequently, participants are in a position to make an informed choice when they choose their course.

The website gives comprehensive and detailed information about the course duration and timings, a course description, the competencies covered, entry requirements and post-course support. Participants are therefore in a position to choose the course that best suits their needs.

The brochure, privacy policy and refund policy are all available through 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.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> 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.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
5.3	A formal application and selection process ensure that participants meet the entry requirements.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> 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.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> 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.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
5.6	Overseas recruitment agents are properly selected, briefed, monitored and evaluated.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> 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.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

This standard is judged to be:

Met Partially Met Not Met

Comments

The Provider takes good care to recruit and register suitable participants for its courses. All courses closely follow the requirements of the awarding bodies. Participants confirm that the courses meet their expectations and needs.

The course descriptions, which are readily available through the website, clearly set out appropriate course entry requirements for all of the courses. For example, participants with a science degree have access to a wider range of courses than those with a non-science background.

Prospective participants make a formal application to join a course. Applicants who do not meet the minimum requirements for the course are informed of this on receipt of their application.

All prospective participants receive sufficient information to make an informed choice prior to committing to the course. The website has detailed information about the courses, including the method of instruction and assessment. The website also contains a link should the prospective participant require further information.

Participants confirm that the Provider replies to all application enquiries in a timely manner, with staff who understand the nature and requirements of the programmes.

The Provider asks prospective participants to self-identify any additional needs, and strategies are put in place to support these needs. The building has good wheelchair access. Much of the content of the courses is available on video and through the VLE, so the Provider is able to offer additional learning support.

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. | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| 6.2 | Accurate and secure records of attendance and punctuality at each session are kept for all participants, and collated centrally and regularly reviewed. | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA |
| 6.3 | Participant absences are followed up promptly and appropriate action is taken. | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA |

This standard is judged to be:

Met Partially Met Not Met

Comments

The Provider has appropriate policies on attendance and punctuality that are enforced effectively. The attendance and punctuality policies are clear and widely disseminated prior to participants joining and are re-visited at induction. As a result, the attendance rate is extremely high.

Trainers take an attendance and punctuality register for each learning session. These registers are collected centrally in a timely way and reviewed periodically.

Administrative staff contact absent participants immediately, and appropriate action is taken.

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

This standard is judged to be:

Met Partially Met Not Met

Comments

LabMedExpert has an effective system in place to monitor and review its performance with a view to continuous improvement of performance.

The Provider collects feedback from all stakeholders in a systematic way and uses this feedback to inform action-planning. The Provider obtains feedback from participants at the end of each course with a lengthy reflection report seeking out the Provider's strengths and weaknesses and asking for suggestions for improvement. This feedback, once obtained, is then reviewed by management and used to implement change that is communicated directly to the stakeholder. For example, the length of one course was extended as a result of participant feedback.

Staff and trainer performance is reviewed during annual appraisals, during which feedback is sought and responded to.

LabMedExpert is working towards its first annual report and its first action plan. It has already gathered much of the information it needs for the report, though the participant feedback is difficult to analyse fully because it is not in numerical form. The feedback obtained informs the action plan, although the action plan at present needs fuller detail which can be provided as the course provision is further developed. The annual report and subsequent action plan are present, but need further development for the future.

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

This standard is judged to be:

Met Partially Met Not Met

Comments

LabMedExpert shows appropriate regard for the welfare of participants. There is a named member of staff responsible for participant welfare with experience in the post who is accessible and available at all times. Participants receive good information, advice and guidance prior to starting the course via the website, and through additional videos and digital materials. In addition, there is a link on the website for those who require further information.

Upon arrival, participants receive a good induction at which they are introduced to staff members, shown the facilities, reminded of the attendance and punctuality policies, taken through health and safety procedures such as fire evacuation, and shown the complaints procedure. This induction is supported by a participant handbook that is available via the VLE. As a result of this induction, participants are able to settle quickly to their studies.

All participants are adults and live locally. As a result, they do not need an out-of-hours contact number for emergency support.

The Provider has appropriate policies in place to avoid discrimination and for dealing with abusive behaviour. Participants are required to sign their acceptance of these policies. Consequently, participants can study in an atmosphere that is conducive to learning.

The Provider has a suitable policy in place to protect participants from the risks associated with radicalisation and extremism. A risk assessment has been carried out and staff training has taken place. As a result, participants confirm that they feel safe from the risks of radicalisation and extremism.

LabMedExpert prohibits the personal on-site use of phones in the laboratories, so participants and staff are protected from online harm.

All participant information, including contact and next-of-kin details, is recorded during the application stage and is readily available 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

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

Participants apply for the courses under fair contractual terms that are clearly outlined on the website and in the participant handbook on the VLE. The refund policy is clear and outlines the amount of refund possible after a suitable the cooling-off period.

The complaints procedure is fair and widely disseminated prior to enrolling, during induction and on the VLE. The complaints procedure includes the provision for third-party adjudication should the need arise. Participants are required to sign off their acceptance of the complaints policy. Consequently, participants benefit from a simple and fair way of making a complaint should the need arise.

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 that both provides a safe and comfortable living environment for participants and is appropriately located for travel to the provider and back. | <input type="checkbox"/> Yes <input type="checkbox"/> 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. | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 20.3 | The provider has appropriate contracts in place with any hosts, clearly setting out the rules, terms and conditions of the provision. | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 20.4 | Appropriate advice and support are given to both hosts and participants before and during the placement. | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 20.5 | Clear monitoring procedures are in place, with opportunities for participant feedback and prompt action taken in the event of problems. | <input type="checkbox"/> Yes <input type="checkbox"/> 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

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|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|
| 21.1 | Participants are provided with appropriate information on opportunities for participation at events and other leisure activities that may be of interest. | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| 21.2 | The social programme is responsive to the needs and wishes of participants. | <input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> NA |
| 21.3 | Any activities within the social programme have been chosen with consideration for their affordability for the majority of participants. | <input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> NA |
| 21.4 | The activities organised by the provider are effectively supervised by a responsible adult representative with suitable qualifications and/or experience. | <input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> NA |
| 21.5 | Off-site social activities are subject to an appropriate risk assessment and suitable safeguards are put in place as a result. | <input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> NA |

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

Comments

Participants are mostly young adults living in the local area or with attachments to the local area. Therefore, there is no requirement for a formal social programme.

Participants are provided with appropriate information regarding local events and leisure activities that they may find 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

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|------|------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|
| 22.1 | The provider has formal arrangements in place that mean it has possession of and/or access to suitable premises. | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| 22.2 | The provider has access to suitable external premises of a temporary or occasional nature for training purposes. | <input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> NA |

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

Comments

The Provider has a current, formal licence agreement with the University of Wolverhampton Science Park Ltd for the permitted access to and use of the premises and laboratory.

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. | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| 23.2 | The premises are maintained in an adequate state of repair, decoration and cleanliness. | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| 23.3 | There are specific safety rules in hazardous areas, for example, science laboratories, which are readily accessible to participants, staff and visitors. | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA |
| 23.4 | General guidance on health and safety is made available to participants, staff and visitors. | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| 23.5 | There is adequate signage inside and outside the premises and notice boards for the display of general information. | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> 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. | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| 23.7 | There are toilet facilities of an appropriate number and level of cleanliness. | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| 23.8 | There is adequate heating and ventilation in all rooms. | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |

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

Comments

The premises provide a safe, secure and amenable environment for staff and participants. LabMedExpert hires laboratories and administrative space in a building on a university science park. The science park has abundant parking and is on major bus routes, so it is convenient for participants to access. The entrance to the building is controlled by the presence of a receptionist. The entrance is also surveilled by a Closed Circuit Television (CCTV) camera. Furthermore, each corridor needs an access pass to enter. As a result, the premises are safe and secure.

The premises are in an excellent state of repair. They are well decorated and maintained to a high standard of cleanliness. As a result, the premises provide a welcoming environment that is conducive to learning.

The work in the laboratories is risk assessed against probability and severity, with hazards identified and mitigations put in place. These safety rules are communicated to participants at induction and reinforced during the course. Consequently, participants are safe in the laboratories.

General guidance on health and safety is made available on entry to LabMedExpert premises, so that participants, staff and visitors are aware of safety measures on the premises.

Signage is adequate. Emergency evacuation signage is in place. Boards for general information are located at reception and in laboratories.

The premises are spacious, with wide corridors and stairwells and can easily cope with the number of staff and participants. The Provider has suitable areas in which to receive visitors.

Toilets for males, females and wheelchair-users are located on each level. The toilets are kept clean and are inspected regularly. There are sufficient toilets for the numbers of participants and staff.

The rooms are kept at a comfortable temperature. There is adequate heating and ventilation in all rooms. Consequently, the laboratories and offices areas are conducive to work.

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

Participants benefit from training rooms that are appropriate for the courses offered.

The training takes place in spacious laboratories with well-resourced, individual workstations for the participants, which allows for the effective and individualised delivery of courses. Groups are purposefully kept small.

Assessments are practical in nature and are carried out at the workstations.

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.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
25.2	Trainers have access to sufficient personal space for preparing teaching/training sessions, marking work and relaxation.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> 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.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> 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.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
25.5	Administrative offices are adequate in size and are resourced for the effective administration of the provider.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> 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 restful recreational areas on each level of the building. The internet signal is strong and dependable, so participants have good access to the VLE for private study.

There is good provision within the building for trainers to prepare, mark work and relax in the break-out areas located on each floor. Trainers have individual lockers for the storage of their personal items if they should need these.

Participants and staff can eat or relax in the canteen located in the science park. Other food outlets, such as a café and a fast-food outlet can be found within easy walking distance. Consequently, staff and participants can access adequate refreshments in a timely manner.

The building has a variety of rooms of different sizes, including individual rooms suitable for private meetings and other rooms large enough for full staff meetings.

The building provides a conducive working environment for the administrative staff. The administrative office is large and can be used to receive visitors or to hold meetings. The administrative areas are well equipped with computers, printer and scanners. This supports the effective administration of the courses.

COMPLIANCE WITH STATUTORY REQUIREMENTS

Declaration of compliance has been signed and dated

Yes No

PART C – SUMMARY OF STRENGTHS AND ACTION POINTS

MANAGEMENT, STAFFING AND ADMINISTRATION

Provider’s strengths

The manager is well qualified and has substantial experience in the field. The Provider benefits from this acquired knowledge.

The management has a very clear mission and clear vision, which are both widely disseminated. As a result, staff and participants have a shared understanding of their purpose.

The Provider has effective IT infrastructure. This supports the efficient running of the administration of the Provider.

Managerial and administrative staff are well supported in their CPD. As a result, the Provider can continuously improve.

Actions required	Priority H/M/L
None	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low

PARTICIPANT WELFARE

Provider’s strengths

Participants receive good information, advice and guidance prior to starting the course. As a result, participants are on the course that best serves their own individual needs.

Participants receive a good induction that allows them to settle quickly to their studies.

Actions required	Priority H/M/L
None	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low

PREMISES AND FACILITIES

Provider’s strengths

The premises are spacious and well decorated, and provide the participants with a welcoming environment that is conducive to learning.

The laboratories are spacious and well resourced, with individual workstations for participants. This allows for the effective and individualised delivery of courses.

Actions required	Priority H/M/L
None	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low

RECOMMENDED AREAS FOR IMPROVEMENT

To be reviewed at the next inspection

It is recommended that the observations of course delivery include the setting and reviewing of agreed targets in order to continuously improve the delivery.

LabMedExpert should consider developing further the process for writing its annual report and the action-planning process in order to strengthen the link between feedback, including numerical data, reporting and change management.

COMPLIANCE WITH STATUTORY REQUIREMENTS