BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

Short Course Provider (SCP) Re-accreditation Inspection

NAME OF PROVIDER: Zenith Professional Training

ADDRESS: Unit 10A Evelyn Court
Grinstead Road
London
SE8 5AD

HEAD OF PROVIDER: Mr Suraju Oladapo Ayoola

DATE OF INSPECTION: 19–20 & 22 July 2022

ACCREDITATION STATUS AT INSPECTION: Accredited

DECISION ON ACCREDITATION:

☒ Re-accreditation awarded for the full four-year period

☐ Probation accreditation

☐ Decision on accreditation deferred

☐ Award of accreditation to be withdrawn

DATE: 24 November 2022

1. Background to the provider

Zenith Professional Training (ZPT/the Provider) is a privately owned provider based in Deptford, London that offers short corporate training courses. The courses are offered mainly for the international market and are generally delivered in suitable locations such as hotels in the United Kingdom (UK) and abroad.

ZPT also offers corporate courses for the local UK market, in areas such as health and social care and accredited security training for those seeking to work in the private security sector in England and Wales. These courses are usually delivered at the Provider's premises.

BAC accreditation is solely for the courses run in the UK.

ZPT was incorporated as a private limited company in 2009 and began operating in October 2010.

ZPT aims to become a leading provider of corporate training, especially in the Nigerian oil and gas industry. The objective is to provide creative leadership and management solutions aimed at giving participants and their employers a competitive edge in an ever-dynamic business world. The Provider also aims to expand its short-course provision in both international and UK markets through developing products that meet industry and client needs and are of a high quality.

The majority shareholder, who is also the Managing Director, is supported by a Centre Manager, a Business Development and Training Manager and self-employed trainers.

2. Brief description of the current provision

ZPT offers in-person corporate training courses, over one or two weeks, in leadership and management, public relations, public sector procurement, finance and accounting, oil and gas, travel and tourism, information technology, and security and safety. These courses are usually run in a hotel setting and are unaccredited. They attract international participants operating at professional levels, mainly from Nigeria and Ghana, and can be adapted to meet the individual needs of participants or their sponsor organisations.

ZPT also runs short, in-person security courses within the local UK market. These qualifications are accredited by Highfield Awarding Body for Compliance (HABC). The courses are designed for UK participants who wish to qualify for jobs in the security industry and are approved by the Security Industry Authority (SIA). Health and social care courses are also offered but are not currently running.

The total capacity of the Provider is 30 participants at any one time. At the time of the inspection, one six-day security course was running for the Level 2 Door Supervision qualification. There were eight participants, of whom the vast majority were male, and all were over the age of 18. Most participants were Nigerian, with Italy and Bulgaria also represented.

These courses generally run for around one week and starting dates are advertised. Participants complete an English language initial assessment to ascertain whether their language skills are at an appropriate level before being accepted on the course. Specific entry requirements for accredited courses are provided in the online prospectus.

3. Inspection process

ZPT was inspected over three days by one inspector. One day was carried out onsite and the other two days were online. Meetings were held with the Managing Director, the Centre Manager, the Business Development and Training Manager, and a member of the training staff. Teaching and learning sessions were observed. Documentation was scrutinised and the premises and facilities were inspected. All relevant information was made readily available, and the Provider co-operated fully with the inspection.

4. Inspection history

Inspection type	Date
Full Accreditation	17 & 20 May 2013
Interim	18 November 2013
Spot Check	19 November 2014
Re-accreditation	7–6 June 2017
Interim	26 November 2019

PART B – JUDGEMENT AND EVIDENCE

The following judgements and comments are based upon evidence seen by the inspector(s) during the inspection and from documentation provided by the organisation.

INSPECTION AREA – MANAGEMENT, STAFFING AND ADMINISTRATION

1. The provider is effectively managed

1.1	The management structure is clearly defined, documented and understood, including the role and extent of authority of any owners, trustees or governing body.	☒ Yes	☐ No
1.2	The head of the provider and other senior managers are suitably qualified and experienced, understand their specific responsibilities and are effective in carrying them out.	☒ Yes	☐ No
1.3	There are clear channels of communication between the management and staff including those working at the delivery venue or remotely.	☒ Yes	☐ No
1.4	The provider has a written statement of its mission and goals that effectively guides its activities, is communicated to all stakeholders and is effectively implemented and regularly reviewed.	☒ Yes	☐ No
1.5	The provider has a written risk management strategy, which includes financial planning and is effectively implemented and regularly reviewed.	☒ Yes	☐ No

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

Comments

ZPT is effectively managed and there is a clear management structure. The main shareholder also acts as Managing Director and is supported by a Centre Manager and part-time administrator. Staff are appropriately qualified and experienced for their job roles, and their responsibilities are well defined and carried out effectively.

There are frequent meetings, supported by email and telephone communications, as well as an office group that communicates through a social media platform. Videoconferencing is used for remote meetings. Consequently, communication is clear, and staff are aware of the Provider's aims and ethos and current organisational goals.

ZPT has a clear statement of its mission and goals, which is communicated effectively to stakeholders through its website and kept under review.

There is a risk management strategy that includes financial planning and is effectively implemented and regularly reviewed. This approach enables leaders and managers to ensure the continuation of the business, including through challenging periods.

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

Administrators understand their roles and responsibilities and what they need to do and are appropriately qualified and experienced. The administration is carried out effectively and the size of the team is sufficient to ensure the smooth operation of day-to-day activities.

Administrative support is clearly defined and understood, and administrative tasks are shared among team members. Consequently, the overall administration is effective in ensuring ZPT functions efficiently.

Administrative policies and procedures are up to date and effectively disseminated through the website and the delegate and staff handbooks. A minority of policies are rather long and not always easy to read and understand.

Data and collation systems are fit for purpose and support the administration effectively with regard to marketing, sales and the maintenance of participant records. Systems for enabling comparison of data from previous years are being developed. Owing to enforced inactivity in the last two years, there is little comparative data available to inform and enable the analysis of year-on-year trends as the provision develops.

Trainers' personal records are sufficiently detailed and up to date. Participants' records are stored appropriately on the awarding body website.

Sensitive files are password protected and paper copies are kept in lockable cabinets. Arrangements for protecting the data of staff and participants meet data protection requirements.

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

Staff recruitment processes are effective in selecting suitable qualified and experienced staff. Trainers are chosen who have specialist subject matter knowledge and industry experience.

All appropriate identity checks are completed, two references are taken up and qualifications are verified. Most information is recorded on a single central record and is easily accessible, although full details are not yet completed to enable a quick overview of all relevant information. Self-employed staff sign a service level agreement.

Performance management includes appraisals and, for teaching staff, includes observations of teaching and learning. Each member of staff undertakes a minimum of two Continuing Professional Development (CPD) programmes each year to meet their development needs. Appropriate staff have also completed tutor/assessor qualifications. Consequently, staff are well managed and able to support participants effectively.

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

Information on the website describes the corporate courses available and provides information to enable potential participants to choose a learning programme that meets their needs. Further detail is provided in the prospectus and course handbook.

The gallery shows photographs of participants on previous courses. A section on frequently asked questions provides information on topics such as visas, travel, accommodation, health insurance and weather in the UK.

All course information is clear, accurate and comprehensive and key policies are accessible 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.	☒ 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

Care is taken to ensure that suitable participants are recruited. An appropriate process is in place to ensure that participants meet the entry requirements for their courses of interest. All participants on non-accredited corporate courses are sponsored professionals in their various fields of employment, with proficiency in the English language.

For the accredited security courses, participants undertake an initial English language assessment and provide evidence of any specific minimum entry requirements specified by the qualification awarding body. This information is made clear on the Provider's website.

Where appropriate, potential participants who do not meet the entry requirements are signposted to a more suitable course.

Prospective local participants make initial enquiries by telephone and are provided with information on the programmes available. They can ask questions and receive guidance on course suitability based on their needs and the associated entry requirements.

Local participants are invited to the Provider's premises, where their queries are answered, and any concerns are addressed. Where courses are an appropriate match, participants fill in an application form and book a place on their chosen course.

Sufficient information is provided to enable potential participants to make an informed choice about the suitability of the provision, and all enquiries are dealt with efficiently.

Participants with additional needs who are not making sufficient progress are provided with extra support and materials.

Participants are well matched with courses that meet their needs and expectations. Participant satisfaction surveys confirm this view.

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 a clear policy on attendance and punctuality that is made clear to participants and other stakeholders. Full attendance is a precondition for the issue of certificates for accredited courses that require full guided learning hours.

Accurate and secure records of attendance and punctuality are kept. Participants must sign in for every session on the register and their punctuality is noted. Paper registers are scanned and forwarded to the awarding body, which collates and stores this information on its website.

Participant absence is reviewed immediately, and contact is made with anyone who is absent. It is made clear to them that if they do not attend, they will not be able to sit the examiination and must return for the following course. Consequently, attendance and punctuality are excellent.

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

Performance management systems are effective in monitoring quality and identifying priorities for improvement.

All participants complete a course evaluation form. Key performance indicators include questions regarding expectations, curriculum content, course materials, delivery, and suggestions for improvement. Employers' opinions are also canvassed through questionnaires.

Feedback is obtained mid-course, in addition to end-of-course reviews. The outcomes are reviewed and analysed, and actions taken for improvement are communicated to the course members.

Annual reports are compiled, and include the results of ZPT's performance reviews and an analysis of relevant data.

Action plans are implemented and regularly reviewed with outcomes reported to management. Members of staff are given actions to complete that are reviewed effectively by management. This currently works well. However, actions are not consolidated into a single working document to provide the comprehensive view and to increase ownership of shared goals.

INSPECTION AREA – TEACHING, LEARNING AND ASSESSMENT

8.	Course management is effective		
8.1	There is a suitably qualified and/or experienced course manager or management team with responsibility for course delivery and the management of the trainers.	☒ Yes	☐ No
8.2	Training sessions are timetabled and rooms are allocated appropriately for the courses offered.	☒ Yes	☐ No
8.3	The allocation of trainers to courses provides a consistent learning experience and delivery is monitored to ensure consistency across all provision.	☒ Yes	☐ No
8.4	The commissioning of individual course materials is managed effectively and the content and style of the materials are checked to ensure standardisation across the provision.	☒ Yes	☐ No
8.5	There are appropriate policies and procedures for the acquisition of teaching/training and learning resources, which ensure that all trainers have access to the appropriate	☒ Yes	☐ No

quantity and quality of resources on the day(s) of the course for the benefit of the participants.

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

Comments

Course management is effective. Each course is supported by a named project manager who is responsible for content and quality. Feedback from participants is used effectively to make improvements to their learning experience.

Training venues are appropriate for the courses offered and course timetabling is carried out appropriately. The Security courses are run at the Provider's premises and corporate training is delivered at suitable hired venues.

Trainers are chosen on a course-by-course basis. The trainers are subject specialists with current industry knowledge and experience to ensure a consistent and good quality experience for the participants. The course manager monitors teaching and learning and training sessions are observed to ensure quality and consistency.

Learning materials for corporate training are developed in conjunction with industry specialists, which ensures currency and best practice.

The security training follows awarding organisation guidelines and includes participant workbooks, slides and learning outcomes approved by the awarding organisation. There is a timetable for every class that states the topics to be addressed in each learning session.

Procedures for the acquisition of extra resources include the completion of a requisition form. Staff are provided with all necessary training resources for each course.

9.	**The courses are planned and designed in ways that enable participants to succeed**	
9.1	The courses' design and content reflect current knowledge and practice and are regularly reviewed and revised.	☒ Yes ☐ No
9.2	Courses are designed in ways that allow participants to develop the knowledge and skills required for final examinations and/or assessments or which meet the needs of their employers.	☒ Yes ☐ No ☐ NA
9.3	Course materials are designed for a specific and clearly stated level of study and include appropriate support material.	☒ Yes ☐ No ☐ NA
9.4	Course materials are appropriately presented and sufficiently comprehensive to enable participants to achieve the course objectives.	☒ Yes ☐ No
9.5	Teaching/training sessions maintain an appropriate focus on any assessment objectives or statement of intended learning outcomes established by the awarding and/or examination body.	☒ Yes ☐ No ☐ NA
9.6	The courses are designed so that participants are encouraged and enabled to develop independent learning skills.	☒ Yes ☐ No ☐ NA
9.7	The academic and/or professional backgrounds and particular support needs of participants are taken into account in the planning and design of the course.	☒ Yes ☐ No

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

Comments

Course content is regularly reviewed and revised to ensure consistency with current industry knowledge and practice.

Corporate training is designed to meet employer and participant needs. Security courses follow awarding organisation learning outcomes, which are tested in final examinations.

Each course is designed for a specific level and contains comprehensive support material in hard copy and electronic form. Course materials are well presented and enable participants to achieve the course objectives.

Security courses follow awarding body guidelines and materials, with a clear focus on the learning outcomes and final assessment.

Courses enable participants to develop independent learning skills. Security participants need to study independently to pass the examination. Corporate training participants prepare presentations, which encourages independent learning and helps them to develop their learning and understanding.

Participants are sent an expectation form prior to the commencement of the course, which enables trainers to find out their level of understanding and the key areas they expect to be covered. As a result, participants' needs and aspirations are appropriately taken into account. This process informs course content and provides participants with the support and skills needed for their respective roles.

10. **Trainers are suitable for the courses to which they are allocated and are effective in their delivery**

10.1	Trainers have a level of subject knowledge, and pedagogic and communication skills which allows them to deliver courses effectively.	☒ Yes ☐ No
10.2	Trainers are supported in their continuing professional development and are enabled to develop further pedagogic techniques to enhance the learning of participants.	☒ Yes ☐ No ☐ NA
10.3	Trainers respond to the different backgrounds and particular support needs of participants in their delivery of the teaching/training sessions.	☒ Yes ☐ No
10.4	Trainers employ effective strategies to involve all participants in active participation and to check their understanding of concepts and course content.	☒ Yes ☐ No

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

Comments

Course delivery is effective. Trainers are subject experts with appropriate pedagogic and communication skills that enable the successful delivery of courses.

Each member of staff is supported in their CPD, and they complete a minimum of two training courses each year to enhance their skills.

Trainers respond to individual participant needs and employ effective strategies to ensure active participation. Security courses demand physical interaction as well as an examination. On corporate courses, participants demonstrate understanding through delivering presentations. Consequently, concepts are checked and learning outcomes are achieved.

11.	**Participants receive appropriate assessment and feedback on their performance and progress, both of which are effectively monitored**	
11.1	Courses include a schedule of assessments, the procedures and criteria for which are available in writing and are provided in advance to participants and trainers.	☒ Yes ☐ No ☐ NA
11.2	Ongoing assessments appropriately reflect the content and standards of final assessments.	☒ Yes ☐ No ☐ NA
11.3	Assessment outcomes are monitored to enable the identification of participants who are not making satisfactory progress and prompt intervention takes place if required.	☒ Yes ☐ No ☐ NA
11.4	Participants are made aware of how their progress relates to their target level of achievement.	☒ Yes ☐ No ☐ NA

11.5	Additional support and/or advice on alternative programmes are provided to participants who are judged not to be making sufficient progress.	☒ Yes ☐ No ☐ NA
11.6	Feedback is given to individual participants on a regular basis, tailored to meet their specific needs and constructive in its nature and delivery.	☒ Yes ☐ No
11.7	Participants have appropriate access to trainers outside the scheduled course delivery time.	☒ Yes ☐ No ☐ NA
11.8	The provider takes appropriate steps to identify and discourage cheating and plagiarism and penalises offenders.	☒ Yes ☐ No ☐ NA
11.9	Realistic deadlines are set and communicated well in advance to participants and any required coursework and revision periods are scheduled in advance.	☒ Yes ☐ No ☐ NA
11.10	Prompt action is taken when participants miss deadlines or when the work submitted is not of a satisfactory standard.	☒ Yes ☐ No ☐ NA

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

Comments

The participants studying on the Security courses have access to workbooks and information that is linked to successful completion of the final examination. The assessment criteria are made available in writing and provided to the participants sufficiently in advance of the assessments. Questioning to confirm understanding of the content and learning materials are used well in ongoing assessment so that participants are appropriately prepared for the final assessments.

If a participant is not making sufficient progress, extra support is provided promptly. If necessary, the assessment is taken at a later date. Those who need extra support are given additional materials and extra work to complete, which trainers monitor to check their understanding. On one occasion, a participant was signposted to alternative provision to improve language skills before joining the course.

Participants receive ongoing constructive feedback on each activity, which prepares them very well for final assessments. They are made aware of how well they are progressing. They can seek clarification from trainers in the session and during breaks, which consolidates their understanding.

ZPT enforces strict regulations to prevent cheating. Desks in examinations are located at a sufficient distance to avoid copying. Realistic deadlines are set for participants to complete workbooks. If the standard of work is not sufficiently high, participants receive feedback and support to improve and can resubmit their assessment.

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

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

Comments

ZPT is an approved centre for Highfield Awarding Body for Compliance (HABC), which accredits the security courses.

13.	**There is a clear rationale for courses leading to unaccredited or internal awards i.e. awards that are made on the basis of the outcomes of formal internal assessment methods**	
13.1	There is a clear statement of the level claimed relative to the RQF, CQFW or SCQF and evidence that participants who receive the award meet the stated requirements for that level.	☐ Yes ☐ No ☐ NA
13.2	There is evidence of the extent to which the awards are accepted for the purposes of employment or further study.	☐ Yes ☐ No ☐ NA

13.3	External moderators are involved in the assessment process.	☐ Yes ☐ No ☐ NA

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

Comments

14. There are satisfactory procedures for the administration of examinations and other means of assessment

14.1	The provider complies with the requirements of the relevant awarding bodies in terms of examination security and administration.	☒ Yes ☐ No ☐ NA
14.2	For internal awards, there are effective systems in place for examination security and administration.	☐ Yes ☐ No ☒ NA
14.3	For internal awards, there are clear procedures for participants to appeal against their marks.	☐ Yes ☐ No ☒ NA

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

Comments

Procedures for examination administration and security meet the awarding body's standards. The external verifier's report from HABC confirms that ZPT is fully compliant, and procedures meet the necessary standards. Inspection findings confirm this.

15. There is appropriate provision of advice for participants intending to proceed to employment or higher/further education

15.1	Participants have access to advice from an appropriate staff member on further study and career opportunities.	☒ Yes ☐ No ☐ NA
15.2	If the provider offers courses preparing participants for higher/further education, they have access to prospectuses and advice from a designated staff member both on selecting courses and institutions and on the application process.	☐ Yes ☐ No ☒ NA

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

Comments

The qualifications offered by ZPT lead to employment opportunities. Trainers provide good information, advice and guidance regarding employment and further learning opportunities.

With regard to the corporate training, guidance is given regarding career opportunities and further courses to enhance and develop skills.

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 staff member responsible for participant welfare is suitably trained, with previous relevant pastoral experience. He is available to provide advice and support.

Participants receive appropriate pre-enrolment information and support prior to the commencement of the training, through telephone calls and emails. Those who come to the centre to make an application can speak to tutors about the courses and their needs. This enables them to make informed decisions about the course.

The induction that is provided at the beginning of the course covers relevant areas, such as health and safety, course structure and content, and attendance and punctuality requirements. As a result, participants know what to expect, appreciate the importance of full attendance and arrive on time.

All participants are given an emergency contact number for out-of-hours support.

There are policies to avoid discrimination and to deal with abusive behaviour, including cyberbullying. The Provider's friendly, supportive ethos of respect for others has contributed to the lack of problems in this area.

All staff have completed training on the prevention of radicalisation and extremism and arrangements to protect participants include an appropriate policy and risk assessment.

An e-policy has been formulated that includes on-site use of devices and. It contains suitable measures designed to keep participants safe. Contact details for participants and next of kin are stored securely and staff are able to access this information when necessary.

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 continues 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

Appropriate advice is provided by email and telephone for international participants before arrival. The level of detail is dependent on the delegate's familiarity with travel to the UK.

Delegates who come with their families are advised on hotels with family rooms and suitable social activities. General information is given on the website, and also in the delegate handbook, on topics such as visas, accommodation, weather and health insurance.

Induction on arrival includes information about the local area and evening activities, and covers topics such as London transport and how to stay safe and avoid problem areas. Information on where to find food to suit, for example, African tastes, is also provided.

Guidance and advice are available throughout the course and participants are able to go to their trainer for support or help.

The Provider has a culture of tolerance and respect, and the needs and views of others are fully taken into account and provision made for such aspects as prayer rooms or signposting to local amenities.

18. The fair treatment of participants is ensured

18.1	Participants apply for and are enrolled on courses under fair and transparent contractual terms and conditions, which include appropriate refund arrangements and a cooling-off period.	☒ Yes ☐ No
18.2	Participants have access to a fair complaints procedure of which they are informed in writing at the start of the course.	☒ Yes ☐ No
18.3	Participants are advised of BAC's complaints procedure.	☒ Yes ☐ No ☐ NA

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

Comments

Conditions for application and enrolment are fair and transparent and refund arrangements are made clear during the application process.

Participants are given information about the complaints procedure and how to appeal to BAC. This information is also made clear in the delegate handbook and on the 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 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 which meets the needs of participants.	☐ Yes ☐ No
19.5	Appropriate measures are in place to ensure that participants under the age of 18 and those over the age of 18 are separated when allocating accommodation.	☐ Yes ☐ No ☐ NA

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

Comments

20. **The welfare of participants in home-stay accommodation is ensured and the provider's relationship with the hosts is properly managed**

20.1	Due care is taken in selecting home-stay accommodation 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

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

There is an appropriate social programme. Participants are given information about local events and evening activities during their course.

An excursion is organised as part of the corporate training programme, the cost of which is included in the fees. This could be a city tour or a visit to a course-related site.

Any off-site activities are accompanied by a responsible member of staff. Risk assessments for off-site activities are in place to ensure participant safety.

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

ZPT has a lease in place for the premises. Suitable training rooms are rented when needed, for example in hotels for corporate training courses.

23. The premises provide a safe, secure and clean environment for participants and staff

23.1	Access to the premises is appropriately restricted and secured.	☒ Yes ☐ No
23.2	The premises are maintained in an adequate state of repair, decoration and cleanliness.	☒ Yes ☐ No
23.3	There are specific safety rules in hazardous areas, for example, science laboratories, which are readily accessible to participants, staff and visitors.	☐ Yes ☐ No ☒ NA
23.4	General guidance on health and safety is made available to participants, staff and visitors.	☒ Yes ☐ No
23.5	There is adequate signage inside and outside of the premises and notice boards for the display of general information.	☒ Yes ☐ No
23.6	There is adequate circulation space for the number of participants and staff accommodated, and a suitable area in which to receive visitors.	☒ Yes ☐ No
23.7	There are toilet facilities of an appropriate number and level of cleanliness.	☒ Yes ☐ No
23.8	There is adequate heating and ventilation in all rooms.	☒ Yes ☐ No

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

Comments

The Provider operates a controlled access policy. Visitors sign in at reception, which is located at the entrance.

The training facility is clean, attractive and well decorated. Maintenance is good and the premises are fit for purpose and safe for participants and staff.

Visitors are asked to sign in and out and general guidance on health and safety is provided at reception. Participants and staff receive additional appropriate guidance in delegate and staff handbooks and at induction.

There is adequate signage outside and inside the premises and notice boards display relevant health and safety information, including on fire safety and first aid.

There is adequate circulation space for staff and participants and a suitable area to receive visitors. Toilet facilities are adequate and clean. There is ventilation through an opening window in the training room, supplemented by fans in hot weather, and systems for heating are sufficient.

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

Learning areas provide adequate accommodation. The training room is of a good size and appropriate to meet the needs of the course being run.

Participants on security training have sufficient space for practical physical activities as well as theory sessions.

Equipment for the effective delivery of the course includes a multimedia projector for presentation slides and video equipment to record assessments of practical physical exercises and role plays.

Assessments are conducted effectively and comply with the regulations of the awarding body.

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

Appropriate facilities are provided for participants and staff. There is sufficient space for participants to study and relax.

Trainers work from home to prepare for training sessions. They can use the training room to make any minor adjustments to the course content if required.

A kitchen area is accessible to participants and staff, which enables them to prepare and consume food and drink, and there are facilities in the locality where food may be bought and eaten.

Private meetings can be held in offices and staff meetings can take place in the training room. Offices are adequate in size for the current needs of the organisation and effectively resourced with computer and storage facilities that enable the effective administration of ZPT.

COMPLIANCE WITH STATUTORY REQUIREMENTS

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

PART C – SUMMARY OF STRENGTHS AND ACTION POINTS

Numbering of action points aligns with that of the minimum standards

MANAGEMENT, STAFFING AND ADMINISTRATION

Provider's strengths

There is a strong management commitment to continuous quality improvement.
Excellent team working ensures that participants receive a good learning experience.
There are excellent attendance and punctuality procedures.

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

TEACHING, LEARNING AND ASSESSMENT

Provider's strengths

There are extremely high levels of participant satisfaction.
Learning sessions have an excellent mixture of theory and practice to fully engage the participants in their learning.
The clear learning programmes are very interactive and include constructive feedback that helps participants to improve.

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

PARTICIPANT WELFARE

Provider's strengths

Participants are very appreciative of the friendly atmosphere and the support they receive, which enables them to develop their knowledge and skills effectively.

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

PREMISES AND FACILITIES

Provider's strengths

The clean, well-resourced premises and facilities are conducive to learning.

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

RECOMMENDED AREAS FOR IMPROVEMENT

To be reviewed at the next inspection

It is recommended that ZPT simplifies and regularly revises its policies.

ZPT should consider further developing its systems for data collation and analysis.

ZPT is recommended to expand the single central record.

The Provider is recommended to consolidate action-planning into a single working document for the whole organisation.

COMPLIANCE WITH STATUTORY REQUIREMENTS