



## **BRITISH ACCREDITATION COUNCIL INSPECTION REPORT**

### **END OF PROBATION REVIEW** *including Supplementary inspection of new premises* **(Short Course Provider)**

**PROVIDER:** Centre for Regional and International Development

**ADDRESS:** Unit 63  
Maidstone Innovation Centre  
Gidds Pond Way  
Kent Medical Campus  
Maidstone  
Kent  
ME14 5FY

**HEAD OF PROVIDER:** Mr Nicholas Aitalegbe

**ACCREDITATION STATUS:** Accredited

**DATE OF INSPECTION:** 10 May 2022

**ACCREDITATION COMMITTEE DECISION AND DATE:** Continued probation accreditation, 2 August 2022

## **PART A – INTRODUCTION**

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### **1. Background to the provider**

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The Centre for Regional and International Development (CRID/the Provider) is a privately owned limited company. It offers a range of short training programmes of varying lengths, ranging from three to ten days, in various areas of management. The Provider's clients send participants to attend courses in the UK.

The Provider vacated its premises in Rochester, Kent in April 2020. From then until February 2022, staff have worked from home. In 2022, the Provider moved to new premises in Maidstone, Kent, where it has both administrative offices and training rooms.

The Provider has also set up satellite offices in some of its target countries, with the aim that these will operate using local trainers or trainers based in the United Kingdom (UK) who travel to delegates' countries. Staff in the satellite offices manage these programmes. More recently, the Provider has partnered with universities, that do not already offer short-term courses in leadership learning and development, in Asia, Africa and the United Arab Emirates. The first partnership was inaugurated at a university in Nigeria in April 2022. Only the UK based provision is accredited by the British Accreditation Council (BAC).

CRID's mission is to develop capacity in organisations at national, regional and local levels. Its clients are mainly government ministries or public sector departments and agencies.

CRID is owned and run by a Director, who is supported by an Administrative Assistant. A part-time consultant has the role of Quality Assurance Manager.

### **2. Brief description of the current provision**

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CRID offers a range of programmes, including in sustainable development, finance, information technology and general management. The programmes are practical and are delivered in person. They are designed to support organisations and individuals in building capacity and performance improvement.

They vary from general to specific management programmes, and all have a component focusing on development goals. Although the courses are structured in a standard format by CRID, they can be modified to meet individual clients' needs.

The courses aim to develop delegates' personal capacity in targeted areas within their sponsoring organisations. In order to help achieve this, CRID undertakes to build on individual delegates' personal development plans by providing ongoing email support, for at least a year, after the courses end.

At the time of the inspection, one course was running. Its focus is the effective governance of examinations and assessment. All ten participants are from Kenya. All participants on CRID's courses are over the age of 18 and the majority are male.

Courses start on specific dates, but flexibility exists within the provision for these dates to change. There are no entry requirements as it is the sponsoring organisations that choose the delegates to participate on the courses.

### **3. Inspection process**

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The inspection was conducted by one inspector on site over one day. Meetings were held with the Director, the Administrative Assistant, the trainer and participants. Two classes were observed. The new premises were inspected. Documentation was scrutinised. Staff at CRID responded promptly to all requests for information.

### **4. Inspection history**

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<b>Inspection type</b>	<b>Date</b>
Stage 2	26 March 2010
Stage 3	17–18 February 2011
Interim	18 May 2012
Re-accreditation	15–16 May 2014
Interim & Supplementary	6 May 2016
Re-accreditation	27–28 September 2018
Interim	9 December 2019
Mid-Way Probation Review	30 April 2021

## **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**

The Provider moved into new premises in Maidstone, Kent in 2022.

### **2. Response to action points in last report**

*8.1 Effective systems for monitoring and periodically reviewing all aspects of CRID's performance must be developed and implemented.*

A Customer Relationship Management (CRM) platform, which allows the Provider to monitor and review specific aspects of its performance, has been developed but not yet implemented as no activity has taken place since the previous inspection.

*8.3 Action plans developed must be reviewed to support continuous improvement.*

An action plan was developed at the time of the last inspection. This has not yet been reviewed.

*11.3 CRID must arrange for observations of teaching and learning to take place.*

The Director observes teaching and learning, but this is not yet formalised to include a written record of the observation, including feedback.

### **3. Response to recommended areas for improvement in last report**

*It is recommended that, as part of the review of the website, the information on courses is easier to locate.*

Although the website is still being developed, it includes information on courses that is clear and easy to locate.

### **4. Compliance with BAC accreditation requirements**

#### **4.1 Management, Staffing and Administration (spot check)**

**The standards are judged to be:**

Met     Partially Met     Not Met

**Comments**

The management structure is clearly defined and documented, so allowing for easy understanding. The head of the Provider is suitably experienced, which results in a suitable understanding of business needs.

Channels of communication between the Director and staff are effective, resulting in a shared understanding of the provision. This supports staff in taking appropriate action in a timely manner.

The Provider has a written statement of its mission that effectively guides its activities. This is clearly communicated to stakeholders and appropriately implemented to support the effectiveness of the provision.

The Administrative Assistant is suitably experienced. He understands his duties and carries them out effectively. This allows for the smooth day-to-day running of CRID.

Some policies are out of date as they indicate staff roles and committees within the Provider that do not exist, leading to potential confusion.

The process for enrolling participants on courses is well defined. Discussions take place between the Director and the human resources department of the sponsoring organisation regarding who applies for courses. In this way, suitable participants enrol on CRID's courses.

Participants are sent an initial placement letter giving information about the course, together with a pamphlet, indicating the learning objectives of the course. As a result, participants know what to expect.

Participants are expected to attend every day of the course. A daily register is taken, which indicates full attendance.

8.1 The Customer Relationship Management (CRM) platform, which allows the Provider to monitor and review specific aspects of its performance, has been developed but not yet implemented.

8.3 Action plans have not been reviewed since the last inspection.

Feedback is gained informally from participants on a daily basis, as well as in a formal end-of-course questionnaire. This data is collated and analysed, with actions being taken as necessary. The measures in place effectively support the continuing improvement of the provision.

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#### 4.2 Teaching, Learning and Assessment (spot check)

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**The standards are judged to be:**  Met  Partially Met  Not Met

**Comments**

Courses are appropriately managed by an experienced Director. Self-employed trainers are hired, as required, to deliver the programmes.

11.3 The trainers have not been formally observed teaching. This reduces staff development opportunities and quality improvements.

The large, comfortable training rooms available are appropriate for the courses offered in the UK.

Specialist courses are designed appropriately to meet the needs of the participants and their employers. Discussions between the Director, the trainers and staff in the sponsoring organisations take place to ensure courses are appropriately targeted and achieve maximum impact.

Course materials are designed by specialists and are of high quality. This effectively supports teaching and learning.

The professional backgrounds of participants are taken into account when planning and designing the course to ensure relevance of the course content. This is carried out very effectively when staff from the sponsoring organisation inform the process.

Trainers are self-employed freelancers who are contracted for specific courses. Their qualifications and experience enable them to carry out their duties highly effectively.

Training strategies used by trainers in classes ensure a clear understanding of the course content and engage the participants very well to further support learning.

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#### 4.3 Participant Welfare (spot check)

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**The standards are judged to be:**  Met  Partially Met  Not Met

**Comments**

Prior to coming to the UK, participants receive appropriate advice to support an understanding of what they will experience on the course.

At the start of the programme, the information provided ensures that the participants are well briefed. A detailed and useful participant handbook contains helpful information to further support them in their time in Maidstone and the UK.

The out-of-hours telephone number participants are given ensures they know whom to contact in case of an emergency.

A policy on radicalisation and extremism is in place, but it mentions posts that do not exist in CRID. A related risk assessment is not in place. Staff have not received suitable training.

Participants are enrolled on courses under fair and transparent contractual terms and conditions, and this is indicated in the participant handbook.

Participants have access to a complaints procedure in the documentation they receive. The procedure is rather lengthy and complicated. Consequently, it is not easy to understand. Participants are advised of BAC's complaints procedure.

#### 4.4 Premises and Facilities (Full inspection)

*The numbers below refer to the standards as presented in the short course provider scheme document and main full inspection report*

### 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. | <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 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's premises are in a newly built, small office complex that forms part of Kent Medical Campus. The Provider currently rents one office and a training room, which are appropriate for its needs.

Any extra training or meeting rooms required may be hired at the venue.

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

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|------|--|---|--|
| 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 type="checkbox"/> Yes            | <input type="checkbox"/> No <input checked="" 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

Visitors report to a receptionist at the entrance of the building. This supports a secure environment.

The premises are of a particularly high standard. They are spacious, modern, bright, newly decorated and have high standards of cleanliness, so supporting a good-quality experience.

Participants, trainers and visitors are given information on health and safety to ensure they remain safe. There are sufficient notice boards for the display of information, so keeping participants well briefed.

A great deal of circulation space is available on each floor. This contributes positively to the comfort and suitability provided by the premises to both staff and participants.

Toilet facilities on each floor are modern and clean. A newly installed heating and ventilation system supports the comfort of all.

**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**

Training rooms are large and bright and comfortably accommodate CRID's training sessions.

Training rooms are well equipped. They have large screens for the display of training slides and excellent sound facilities, so aiding the effective delivery of classes.

**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**

Space is conveniently available on every floor of the building for participants to use for their own private work or study.

Owing to the spaciousness of the premises and the number of small areas available, trainers have a choice of space available for relaxation or work. A large outside balcony has comfortable sofas and armchairs.

There are a large number of meeting spaces that are suitable for trainers to use. These are conveniently close to the kitchen, which is equipped with a refrigerator, freezer, microwave and kettle for staff use.

Extra rooms may be hired if senior managers need to hold staff meetings.

The administrative office, which currently accommodates two members of staff, is large. It is appropriately equipped with computers and printers to support the effective administration of CRID.

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4.5 Online, Distance and Blended Learning (spot check)

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**The standards are judged to be:**  Met  Partially Met  Not Met  NA

**Comments**

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4.6 Compliance Declaration

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**Declaration of compliance has been signed and dated.**  Yes  No



**PART C – SUMMARY OF FINDINGS**

**FURTHER WORK TO MEET OUTSTANDING ACTIONS**

8.1 The newly developed Customer Relationship Management (CRM) platform must be fully implemented.	<input type="checkbox"/> High	<input checked="" type="checkbox"/> Medium	<input type="checkbox"/> Low
8.3 Action plans must be reviewed and continue to be developed to support continuous improvement.	<input checked="" type="checkbox"/> High	<input type="checkbox"/> Medium	<input type="checkbox"/> Low
11.3 CRID must introduce a system for formal documented observations of teaching and learning.	<input checked="" type="checkbox"/> High	<input type="checkbox"/> Medium	<input type="checkbox"/> Low

**FURTHER WORK TO MEET OUTSTANDING RECOMMENDED AREAS FOR IMPROVEMENT**

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**ADDITIONAL ACTIONS REQUIRED**

A suitable policy, a related risk assessment and relevant staff training on radicalisation and extremism must be put in place.	<input type="checkbox"/> High	<input checked="" type="checkbox"/> Medium	<input type="checkbox"/> Low
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**ADDITIONAL RECOMMENDED AREAS FOR IMPROVEMENT *(to be reviewed at the next inspection)***

Policies should be reviewed to ensure that they do not include irrelevant information.
It is recommended that the complaints procedure is shortened and simplified to allow for easy understanding.

**COMPLIANCE WITH STATUTORY REQUIREMENTS**

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