BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

Micro-credentials Scheme

Candidacy / Stage 2 Inspection Report

NAME OF PROVIDER: Academia Cerebra

ADDRESS: Carlyle House

                                                    78 Chorley New Road

                                                    Bolton

                                                    BL1 4BY

                                                    United Kingdom

HEAD OF PROVIDER: Mr George Bouvier

DATE OF INSPECTION: 9–10 November 2023

ACCREDITATION STATUS AT INSPECTION: Unaccredited

DECISION ON ACCREDITATION:

☒ Candidacy accreditation awarded for the full six-month period

☐ Probation accreditation

☐ Decision on accreditation deferred

☐ Award of accreditation to be withdrawn

 DATE: 25 January 2024

PART A – INTRODUCTION

1. Background to the provider

Academia Cerebra (AC/the Provider) is a private limited company that offers a range of Micro-credential (MC) courses to graduates and industry professionals in the luxury, fashion and creative industries sectors.

The Provider is registered in the United Kingdom (UK) and based in Italy. AC was established in May 2022 and began course delivery in July 2023. AC operates a fully remote mode of working with no dedicated administrative office space.

The portfolio of courses includes Micro-Masters, which make use of hybrid online and blended learning delivery methods, and short courses that are delivered in person.

AC uses high-quality venues in European fashion capitals for all its in-person course components. A distinguishing feature of the courses is their uniquely curated learning experience, which brings participants into face-to-face contact with industry leaders in a European fashion hub, currently based in Milan.

AC's courses are aimed at a global market of graduates and professionals who either wish to enter the fashion luxury industry from a related discipline, or who are already in the industry and wish to deepen their knowledge and accelerate their career. AC aims to provide an accessible method of delivery to enable participants with work, study or family commitments to access relevant learning programmes.

The founder, who is also the Executive Director (ED), is supported by a senior management team of Higher Education (HE) professionals who report to the Board of Directors, and a teaching staff of subject specialists from around the world. They also receive support from the Scientific Committee, made up of high-status professionals and academics within the industry.

2. Brief description of the current provision

The Provider offers two Micro-Masters courses, one in Luxury Brand Management, and one in Applied Brand Management. The latter course includes a virtual internship programme. The Provider also offers short courses, including a Winter Luxe School with a duration of seven days in January 2024 and a Summer School of ten days in July 2024.

The Micro-Masters (MM) courses are composed of individual modules. The participants complete the first six modules online and end with an in-person module, called the Immersive Learning Week (ILW). This is delivered in a hired location in Milan. Participants have three years to complete all modules and thus stack them to obtain the full MM qualification.

The Summer School is offered in collaboration with the University of Antwerp, which is well-known in fashion design circles. The university is responsible for marketing and enrolment, and AC acts as a host institution for the second week of teaching, which is delivered in person. Participants enrol with the University of Antwerp and spend their first week there. They then choose either AC in Milan or the Institut Français de la Mode in Paris for the final week.

The current total capacity is for 60 participants. At the time of the inspection, no courses were running. In July 2023, 14 international participants took part in the Summer School. They were all graduates and young professionals from various countries, including the United States of America (USA), Belgium, the Netherlands and Singapore. All were over 18 years of age and there was an equal split of male and female participants.

Participants are enrolled on an ongoing basis. MM courses start in October and January. Prospective participants are interviewed and are all over 18 years of age. Entry requirements include appropriate qualifications, an

appropriate level of English language proficiency under the International English Language Testing Service (IELTS) for non-native English speakers, and appropriate academic and professional references.

3. Inspection process

The inspection was carried out remotely by one inspector over two days. Meetings were held with the ED and the Head of Academic Registry and Learner Experience. Documentation was scrutinised. The Provider co-operated very efficiently with the inspector.

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 and its MC provision are effectively managed

1.1	The MC management structure is clearly defined, documented and understood, including the role and extent of authority of any owners, trustees or governing body and there are appropriate communication channels in place between all staff.	☒ 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, including in relation to the MC provision.	☒ Yes ☐ No
1.3	The provider has a written statement of its mission and goals that guides its activities, is communicated to all stakeholders, effectively implemented and regularly reviewed and includes the rationale for delivering MCs and their integration with lifelong learning objectives.	☒ Yes ☐ No
1.4	The mission, goals and strategy emphasise the importance of collaborations and partnerships, have undergone rigorous due diligence and can effectively support the recognition and stackability aims of MCs.	☒ Yes ☐ No ☐ NA
1.5	The provider takes concrete steps towards securing recognition of its MCs, which may lead to articulation or stackability arrangements.	☒ Yes ☐ No ☐ NA
1.6	The provider has a written risk management strategy relating to the delivery of MCs, which includes financial planning and is effectively implemented and regularly reviewed.	☒ Yes ☐ No
1.7	The provider has a clear, written policy on MC course closures that sets out the specific triggers and/or criteria for closing down the course.	☒ Yes ☐ No

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

Comments

AC and its MC provision are effectively managed. AC has appropriate processes and procedures in place, which form a strong foundation for the Provider's future development. The members of the staff team work well together to cover all necessary functions effectively.

The management structure is clearly defined in the organisation chart, and roles and responsibilities are well understood. The ED sits on the Board of Directors as do the Creative Director, the Finance Director and the Marketing Director.

Communication channels are effective. The ED has one-to-one, informal meetings with directors at least once a week. The Board meets formally once a month, and team meetings involving all staff take place every two weeks. Communication is further supplemented by e-mails, face-to-face and remote meetings, telephone calls and online group chats. Consequently, all staff are kept fully informed of developments and work together well to accomplish the aims and objectives of the Provider.

Senior managers are suitably qualified and experienced HE professionals in the luxury fashion market. They have a clear understanding of their specific responsibilities and have built a strong foundation on which to build the MC provision, which will benefit participants.

AC's clear, written statement of its mission and goals is disseminated effectively to all stakeholders. This includes the rationale for delivering MCs, including their contribution to lifelong learning objectives by providing flexible arrangements that enable participants to access courses alongside their existing commitments.

AC's courses are deliberately timed to enable them to co-exist with participants' existing study programmes or jobs. Its short, in-person courses are delivered at the beginning of January before university courses recommence, or in July during the summer vacation. MM courses run, mainly remotely, at the weekend. This enables, for example, a marketing student to gain concurrent experience in the luxury fashion market, or a law student to gain understanding of brands and counterfeits. This enhances participants' existing experience and learning programmes and fosters recognition in a wider context.

The Provider is building collaborative partnerships to support the recognition and stackability aims of its MCs. Memoranda of understanding have been established, together with collaborations for mutual benefit, with other organisations specialising in different industries.

The Provider has laid an excellent foundation for securing recognition by preparing policies, producing documentation on processes and procedures, creating handbooks, and ensuring that staff have received relevant training. Courses have been designed to be flexible and to enable module credits to be stacked together to form a complete qualification.

There is a relevant risk management strategy document in place that includes financial planning and deals with criteria for viable courses and associated risk factors. It provides appropriate details of triggers and criteria for closing courses and the provision of alternative courses or appropriate refunds in the event of course closures.

A

2. The administration of the MC provision is effective

2.1	Administrators are suitably qualified and/or experienced, understand their specific responsibilities and duties with regard to the MC provision and are effective in carrying them out.	☒ Yes	☐ No
2.2	Administrative policies, procedures and systems relating to MCs are up to date, thorough, well documented and effectively disseminated across the provider.	☒ Yes	☐ No
2.3	Data collection and collation systems are effective in supporting the administration of the provider's MC provision.	☒ Yes	☐ No
2.4	The provider has a robust security system, with policies in place for protecting the data of its participants and trainers.	☒ Yes	☐ No

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

Comments

The administration of the MC provision is effective. Administrative tasks are carried out efficiently by the management team, whose members are all suitably qualified and experienced. They have a clear understanding of the requirements of delivering its MC provision.

Academia Cerebra has worked hard to document processes in preparation for the recruitment of participants on their programmes. Procedures for administrative systema have been developed, alongside policies to ensure the welfare and health and safety of participants. Policies are meticulously documented and shared in staff and student handbooks, as appropriate. Updates on processes and systems are effectively shared at team meetings to ensure staff awareness.

Effective systems are in place for the collection and collation of data to support the administration of the MC provision once participants have been enrolled.

Secure systems to protect the data of participants and staff are in operation. The Provider holds a Data Protection Registration Certificate and has undergone training to ensure General Data Protection Regulation (GDPR) guidelines are followed effectively.

Administration is therefore effective in supporting operational and strategic management.

3. The provider recruits appropriate staff to develop and deliver the MC provision

3.1	There are appropriate policies and effective procedures for the recruitment of suitably qualified and experienced staff that 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	There is an effective system for regularly reviewing the performance of all MC staff.	☒ Yes	☐ No

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

Comments

AC employs robust procedures for the recruitment of staff who have strong professional reputations and expertise and who have been recommended by their peers.

Selection and recruitment processes include initial informal conversations, followed by a formal application process to ascertain the qualifications, experience, interests and specialisms of applicants. Two professional references are required, and suitable candidates go through an interview process. Appropriate service level agreements are signed for self-employed staff.

Qualifications and experience are appropriately checked and verified, and individual records are accurately maintained. There is not yet a single, centrally held record of pre-employment checks that is maintained to enable fact-checking at a glance.

An annual appraisal system, with interim reviews at six months, provides opportunities to reflect on different aspects of MC staff performance. Each member of staff can reflect on what has been successful and what could be improved. This is recorded and informs planning for future and Continuing Professional Development (CPD) needs. At the end of the year, an annual summary includes targets agreed for the following year.

As a result, appropriate staff are recruited to develop and deliver the MC provision and are effectively supported to reflect on strengths and areas for development to inform improvement.

4. Publicity materials related to MCs, both printed and online, provide a comprehensive, up-to-date and accurate description of the provider, its courses and its awards

4.1	Information on the MC courses available is in a suitable format and is comprehensive, accurate and up to date.	☒ Yes	☐ No
4.2	Information on the credentials awarded is comprehensive, accurate and up to date and includes details on recognition, articulation or stackability opportunities, as appropriate.	☐ Yes	☒ No
4.3	The provider's key policies, with reference to MCs, are accessible through its website.	☐ Yes	☒ No

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

Comments

Information on the courses currently on offer is available on the Provider's website and through promotional brochures. The format is appropriate, user friendly and provides a comprehensive depiction of the learning programmes.

A course specification document provides the necessary detailed information about the provision, including learning outcomes, contact hours, modules and credits awarded. This document is updated as required and in line with the ongoing development of new courses.

4.2 Full information on the Provider's MCs is still being developed, including complete information on the credentials to be awarded and exactly how they will fit together.

4.3 The Provider's key policies, with reference to MCs, are not yet all uploaded on the Provider's website.

5. The provider takes reasonable care to recruit and register participants for its MC courses

5.1	Entry requirements for each MC course, including those relating to level of language ability and/or digital literacy, where applicable, are clearly stated in the course descriptions provided to prospective participants.	☒ Yes ☐ No ☐ NA
5.2	Applicants are provided with sufficient information to enable them to make a judgement on the suitability of the MC courses and their delivery methods, including technical requirements (e.g. hardware and software) and can discuss any concerns before registration.	☒ Yes ☐ No
5.3	The provider replies to all MC application enquiries in line with its appropriate target response times, and all stakeholders are briefed properly on the nature and requirements of its courses.	☒ Yes ☐ No
5.4	The provider has effective systems to identify participants who have special educational needs and/or disabilities requiring additional learning support or other assistance.	☒ Yes ☐ No

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

Comments

The Provider recruits suitable participants who will benefit from its courses. Entry requirements are clearly stated. These include a required level of digital literacy. Non-native English speakers must demonstrate a suitable level of English language proficiency.

Potential participants must complete an application form with a personal statement, information about their highest level of qualification and proof of identity. Candidates are interviewed to ensure that the course is the right match for their needs and aspirations. They must also provide two references, one of which must be an academic reference.

AC runs a series of information sessions, in conjunction with its partner organisations, to promote the courses and clarify their learning outcomes, digital literacy expectations, technical requirements and delivery methods. Potential participants have many opportunities to discuss any concerns that they may have before registration, including through online chat facilities and e-mail. This enables them to make an informed decision regarding the suitability of the course for their needs.

The Provider replies to its MC application enquiries in line with its appropriate target response times. The target enquiry response time is 12 hours, and all application enquiries receive a response within a 24-hour period. All stakeholders receive comprehensive information on the nature and requirements of the courses, which enables them to make informed choices.

Participants are encouraged to disclose additional learning needs and/or disabilities so that reasonable adjustments can be made to support them. The venues used are checked for access to ensure that participants with potential mobility issues would not be restricted.

6. The provider has effective systems to monitor its own standards and assess its own performance with a view to the continuous improvement of its MC provision

6.1	Policies for quality assurance cover MCs in an appropriate way and provide a balance between agility and value for recognition.	☒ Yes ☐ No
6.2	Ongoing monitoring arrangements are of appropriate frequency and result in relevant changes being made promptly to benefit, as far as possible, existing MC cohorts.	☒ Yes ☐ No
6.3	External stakeholders, including industry partners, are invited to contribute to performance assessments.	☒ Yes ☐ No
6.4	The provider has effective mechanisms for obtaining feedback from participants on MC courses and from other relevant stakeholders, such as staff, partners and employers, on all aspects of the MC provision.	☒ Yes ☐ No
6.5	Participant feedback is obtained, recorded and analysed on a regular basis.	☒ Yes ☐ No
6.6	The feedback is reviewed by management, and appropriate action is taken.	☒ Yes ☐ No
6.7	Reports on the MC provision are compiled at least annually and include the results of the provider's performance reviews, an analysis of appropriate data, and action plans that are regularly reviewed with outcomes reported to management.	☒ Yes ☐ No

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

Comments

The Provider has a commitment to continuous quality improvement and is building effective systems to monitor and evaluate its own performance. Quality assurance processes include the use of stakeholder feedback from participants, staff, partner organisations and the scientific committee.
Data on attendance, completion, achievement and participant satisfaction is collated and analysed and feeds into an annual report, together with course reviews, marketing activity and course content. This in turn will inform AC's quality improvement action-planning.

External stakeholders who provide input on performance assessment include the members of the scientific committee and academic and industry partners. This input ensures that the Provider's learning programmes remain relevant. The scientific committee plays an important role in advising the ED and Board on the latest industry needs and best practice, so that AC's curriculum and methodology are up to date and competitive.

Suitable mechanisms are in place to collect feedback from participants, staff and partners. Stakeholder feedback is recorded, analysed and discussed by management. Actions for improvement are agreed and recorded. Feedback is regularly presented to the Board of Directors for consideration and action.

In the two-week, in-person ILW course that ran in the summer, feedback was collected from participants in week one in Antwerp and at the end of week two in Milan. End-of-course feedback demonstrated very high satisfaction rates.

Processes for producing annual reports include self-reflective exercises, performance reviews and analysis of appropriate data. This informs effective action-planning for improvement, which is monitored appropriately by management.

INSPECTION AREA – PARTICIPANT SUPPORT

14.   Participants receive appropriate support

14.1	Participants receive an appropriate induction and relevant information at the start of the MC course.	☒ Yes ☐ No
14.2	Suitable study aids are provided for participants through investment in technology and educational software.	☒ Yes ☐ No ☐ NA
14.3	Staff are available to assist participants to resolve issues of a general and/or technical nature, and all enquiries from participants are handled promptly and sympathetically.	☒ Yes ☐ No

14.4	The provider ensures that participants understand any system requirements and have access to appropriate technical advice to assist with technological problems that are the provider's responsibility.	☒ Yes ☐ No ☐ NA
14.5	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
14.6	Effective safeguarding arrangements are in place for participants under the age of 18 and vulnerable adults, which are regularly reviewed.	☐ Yes ☐ No ☒ NA
14.7	A suitable policy and effective arrangements are in place to protect participants from the risks associated with radicalisation and extremism.	☒ Yes ☐ No
14.8	There is an e-policy in place that references any existing staff and participant codes of conduct and covers participants' use of social media and devices such as mobile phones, tablets and cameras.	☒ Yes ☐ No
14.9	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

There are effective arrangements to provide welfare support for participants. An appropriate induction covers health and safety, course content, technical aspects, the student handbook, course specifications and learning objectives and the delivery timetable. Clear instructions are provided on how to connect to each online session. This enables participants to settle into their course quickly.

Learning resources and study aids are available to participants on a shared drive. Additional sources of relevant information are also provided via web links.

Nominated staff are available to provide technical assistance where necessary and support participants to overcome technical issues. Technical advice is made available, and detailed information and guidance are provided to enable participants to access the programme.

Clear policies and procedures to avoid discrimination and deal with abusive behaviour, including cyberbullying, are clearly outlined in the student handbook to protect participants.

There are no participants under the age of 18 years.

Arrangements to protect participants from the risks of radicalisation and extremism include a suitable policy and a risk assessment. All staff have received appropriate training.

An e-policy details the Provider's expectations and codes of conduct for staff and participants. This covers the use of social media and mobile devices to ensure responsible behaviour and protect participants.

Contact details for participants and their next of kin are recorded and are accessible to appropriate staff at all times, including in an emergency.

Excellent arrangements are in place to ensure participants receive appropriate support and relevant information. These enable them to settle into their course quickly and efficiently.

15.   The fair treatment of participants is ensured

15.1	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

15.2	Participants have access to a fair complaints procedure, of which they are informed in writing at the start of the course.	☒ Yes	☐ No	
15.3	Participants are advised of BAC's complaints procedure.	☐ Yes	☐ No	☒ NA

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

Comments

Participants are treated fairly. The Provider's terms and conditions are clearly stated as part of the enrolment process, and include enrolment conditions, appropriate refund arrangements and a cooling-off period, so that prospective participants can decide whether they wish to continue with their application.

Participants have access to a fair and transparent complaints process that is clearly outlined in the student handbook.

Participants will be advised of BAC's complaints procedure after confirmation of the Provider's accreditation.

INSPECTION AREA – FACILITIES

16.   The provider has formal arrangements in place demonstrating that it has suitable facilities

16.1	The provider has formal arrangements in place that mean it has possession of and/or access to suitable premises for the administration or delivery of training.	☒ Yes	☐ No	☐ NA
16.2	In the case of online or blended provision, the provider has possession of and/or access to back-up and storage systems and facilities to ensure business continuity.	☒ Yes	☐ No	☐ NA
16.3	The provider has suitable arrangements for the legal use of any software or technology for its MC delivery, including licensing and copyright.	☒ Yes	☐ No	☐ NA

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

Comments

The Provider has formal arrangements in place that mean it has access to suitable premises for the administration and delivery of its MC training. Thorough systems are in place to ensure that the premises for the delivery of training are safe and appropriate for courses in the luxury fashion market.

Appropriate checks are completed by AC to ensure suitability in terms of capacity and technical support. The Provider then checks availability and establishes costs before obtaining signed documents confirming the venue hire at the designated dates and times.

The Provider uses back-up systems to store presentations and teaching materials to ensure business continuity and the ability to switch to alternative systems in the event of technical failure.

All necessary legal permissions are in place for the use of software, including licensing and copyright.

INSPECTION AREA – PREMISES AND FACILITIES IN THE CASE OF FACE-TO-FACE DELIVERY (where applicable)

17.   The provider has formal arrangements in place that mean it has possession of and/or access to suitable premises

17.1	The provider has formal arrangements in place that mean it has possession of and/or access to suitable premises.	☒ Yes	☐ No

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

Comments

Formal arrangements are in place to ensure access to suitable premises for in-person delivery. These arrangements include signed documentation to confirm the venue hire and terms and conditions. All necessary checks are carried out to ensure the premises' suitability, participant safety and to provide an environment that is conducive to learning.

18.   The premises provide a safe, secure and appropriate environment for participants and staff

18.1	Access to the premises is appropriately restricted and secured.	☒ Yes	☐ No
18.2	The premises are maintained in an adequate state of repair, decoration and cleanliness and are fit for purpose in terms of circulation space, signage, toilet facilities, and heating and ventilation.	☒ Yes	☐ No
18.3	General guidance on health and safety is made available to participants, staff and visitors.	☒ Yes	☐ No
18.4	Participants have access to sufficient space, which could include a library and suitable IT facilities so that they can carry out their own private work and/or study.	☒ Yes	☐ No
18.5	Trainers have access to sufficient personal space for preparing teaching and training sessions, marking work and relaxation.	☒ Yes	☐ No
18.6	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
18.7	Administrative offices are adequate in size and are resourced, including in terms of the provision of meeting rooms, for the effective administration of the provider.	☒ Yes	☐ No

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

Comments

AC has a thorough and meticulous approach to securing safe and appropriate premises for the delivery of programmes within the luxury fashion market. In-person delivery takes place in high-quality hotels in secure environments.

Relevant checks are carried out by the Provider. These checks ensure that the venues chosen are well maintained and attractively decorated, with sufficient circulation space, signage, toilet facilities, and heating and ventilation, so that participants benefit from an attractive learning environment.

General guidance on health and safety is made available to participants, staff and visitors through student and staff handbooks, during induction and at the beginning of the learning programme, to keep everyone safe.

Participants bring their own mobile devices and benefit from high-quality break-out spaces with access to suitable wireless connectivity.

Trainers prepare sessions at home and have sufficient space during the delivery of the course to carry out any necessary work-related activities or to relax.

There are high-quality facilities for relaxation and the consumption of food and drink at the designated teaching venues, with an abundance of alternative facilities in the vicinity. Participants' dietary requirements and allergies are ascertained in advance to inform catering providers.

Existing arrangements for administrative office space are adequate and well-resourced for the current level of provision and enable the smooth running of the provision.

19.   Training rooms and other learning areas are appropriate for the MC courses offered

19.1	All training rooms and other learning areas provide adequate accommodation for the teaching and training sessions allocated to them and are appropriately equipped.	☒ Yes ☐ No
19.2	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 are very well suited for the delivery of the courses offered and enhance the participants' learning experience. Teaching and learning take place mainly online with the exception of the ILW, which is the in-person component of the course.

High-quality venues are chosen to provide an environment that is appropriate for the delivery of learning programmes in the luxury, fashion and creative industries sectors.

Appropriate online facilities are employed for assessment processes, and participants submit their work online.

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

The commitment to quality, including the flexibility and excellent teamwork of the senior management team, enables the development and smooth running of the provision.

Well-developed plans for course content and timings that are relevant to participants' needs and aspirations are designed to enable flexible access within a lifelong learning environment.

Strong partnerships, links and collaborative arrangements with academics and professionals ensure that the provision reflects the latest industry trends and best practice and offers a relevant learning opportunity for participants.

Actions required	Priority H/M/L
4.2 The Provider must incorporate detailed information on its website about the planned micro-credentials and how these fit together.	☒ High ☐ Medium ☐ Low
4.3 Key policies must be made available on the Provider's website.	☒ High ☐ Medium ☐ Low

PARTICIPANT SUPPORT

Provider's strengths

Excellent attention to participants' needs leads to high participant satisfaction and achievement scores in the Provider's first course.	

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

FACILITIES

Provider's strengths

Extremely thorough systems are in place to ensure the suitability and access to facilities for delivery of the training.	

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

PREMISES AND FACILITIES IN THE CASE OF FACE-TO-FACE DELIVERY (if applicable)

Provider's strengths

Participants benefit from the choice of high-quality venues to enhance their learning experience.	

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 a single, centrally held record of pre-employment checks is maintained.

COMPLIANCE WITH STATUTORY REQUIREMENTS

THE INSPECTION WAS CARRIED OUT BY:

Pauline Bateman	Lead Inspector