



BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

Short Course Provider (SCP) Candidacy / Stage 2 Inspection

NAME OF PROVIDER: Rebecca Charles International

ADDRESS: Airport House
Purley Way
Croydon
CR0 0XZ

HEAD OF PROVIDER: Mrs Lola Charles-Samuel

DATE OF INSPECTION: 3 & 6 October 2023

ACCREDITATION STATUS AT INSPECTION: Accredited

DECISION ON ACCREDITATION:

- Accreditation awarded for six months
- Decision on accreditation deferred
- Award of accreditation refused

DATE: 25 January 2024

1. Background to the provider

Rebecca Charles International Limited (RCI/the Provider) is a privately owned management training centre that provides short, non-accredited courses in finance and management subjects for senior executives from public and private organisations.

The Provider is a private limited company that was originally established as ReCH in 2007 and changed its name to Rebecca Charles International Limited in 2017.

The Provider's registered head office and training centre are based in Airport House, a Grade II listed building in Croydon, south-east London in the United Kingdom (UK). RCI's administrative team is based in Lagos, Nigeria.

The Provider aims to maximise real learning that can be transferred directly to the workplace. RCI's mission statement is to develop potential in individuals and organisations in emerging economies, as RCI believes that economies develop when entities within it are performing to their highest potential.

The sole owner of RCI is also the Business Development Manager (BDD) and has overall responsibility for the day-to-day running of the provision. An administrative team based in Lagos, Nigeria is responsible for administrative matters and reports directly to the BDD.

RCI delivers training in Lagos in Nigeria, Atlanta in the United States of America (USA), Dubai and London. The application for British Accreditation Council (BAC) accreditation is for the UK provision only.

2. Brief description of the current provision

RCI offers short, in-person courses in Organisational Management, Operations, Public Sector Efficiency, and Technical and Strategy Development. All the courses can be delivered at short notice on demand, including tailored courses, in response to demand.

RCI also designs and delivers bespoke courses at the request of its clients.

At the time of the inspection, no courses were being held and, therefore, no participants were enrolled on RCI's UK provision. RCI is presently delivering courses in Lagos, Nigeria and plans to deliver courses in London in 2024.

On RCI's previous UK courses that took place in 2022, all participants were over the age of 18. The majority were male and came from Nigeria, Ghana and Ethiopia. All participants were sponsored by their employers.

The courses are provided at the request of participants' employers and enrolment takes place on an ongoing basis shortly before the start of each course,

There are no specific entry requirements as all participants are managers with relevant qualifications and experience, and the chosen courses form part of their ongoing professional development.

3. Inspection process

The inspection was carried out by one Inspector over two days, one day on site and one day online. Meetings were held with the BDD, and a wide range of documentation stored electronically was scrutinised. A tour of the premises was also undertaken. The BDD was very co-operative during the inspection.

4. Inspection history

Inspection type	Date
Stage 2	4 August 2009
Stage 3	24 March 2010
Interim and Supplementary	13 July 2011
Re-accreditation	7 & 11 October 2013
Interim	8 December 2015
Re-accreditation	9–10 October 2017
Interim	9 February 2020

PART B – JUDGEMENT AND EVIDENCE

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

INSPECTION AREA – MANAGEMENT, STAFFING AND ADMINISTRATION

1. The provider is effectively managed

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

This standard is judged to be:

Met Partially Met Not Met

Comments

RCI's organisational chart clearly defines the role and authority of the Provider's staff. The associated job roles document contains clear descriptions of the roles and responsibilities of each member of the Provider's administrative team, who are based in Lagos, Nigeria. This ensures that RCI's staff are well aware of the duties assigned to their job roles and are effective in carrying these out.

The BDD, who is the founder and sole director of the company, is suitably qualified and experienced. The BDD has clear oversight of the provision in the UK and overseas. She is well aware of her responsibilities and is effective in carrying these out, ensuring that the good quality of the provision is maintained.

There are clear channels of communication via an ongoing e-mail dialogue between the BDD, administrative staff and staff working remotely at the training venues. Copies of all e-mail messages are circulated to all members of staff.

Relevant information is also added to the Provider's Customer Relations Management System (CRMS), with alerts sent to staff when content has been updated. As a result, all staff are kept fully informed about what is happening at the venues and on RCI's courses.

RCI has a written statement of its mission and goals which guides its activities effectively. The statement is displayed on its website and it is reviewed by the BDD on an annual basis.

A comprehensive written risk management strategy, which includes course costings for each of RCI's training venues and estimates of possible risks is presently under development.

1.5 The risk management strategy is not yet fully implemented. It is anticipated that it will be fully operational in 2024.

2. The administration of the provider is effective

- | | | |
|-----|---------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------|
| 2.1 | Administrators are suitably qualified and/or experienced, understand their specific responsibilities and duties and are effective in carrying them out. | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| 2.2 | The size of the administrative team is sufficient to ensure the effective day-to-day running of the provider. | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |

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

This standard is judged to be:

Met Partially Met Not Met

Comments

The members of the administrative team are experienced, understand their specific responsibilities and are effective in carrying these out. The administrative team is led by a Co-ordinator, who reports directly to the BDD. Actions taken by members of the team are transferred to the CRMS, which creates an immediate notification to the BDD.

The administrative team for the Provider consists of seven members of staff who are based in Lagos, Nigeria. The size of the administrative team is sufficient to ensure the effective operation of the provision in the UK and overseas.

All members of the administrative team have clearly defined and documented job roles. This includes information about how often their allocated duties should be completed. The job roles are understood by all members of the Provider's staff, and this ensures that all are clear about the responsibilities of their roles.

The Provider's administrative policies and procedures, including RCI's employment policies, employees' standards of conduct and conditions of employment, are documented in its employee manual. An electronic copy of the employee manual is provided for staff when they join RCI. As a result, RCI's staff are well informed about the conditions of their employment and the responsibilities of their role. However, the Provider's employee manual is not updated on a regular basis so that policies and procedures could become out of date in the future.

The Provider's CRMS was developed by the BDD to suit the needs of RCI. Administrative staff can access all the information on the CRMS, while trainers and participants are able to access the specific areas needed for their teaching and studies via their own login codes. Data collection and collation systems are very effective and suit the administrative needs of the Provider.

The Provider has a robust security system, with policies in place for protecting the data of its participants and trainers. The CRMS provides a robust security system in which to store participants' and trainers' records. The records are sufficiently detailed and frequently updated by the BDD and members of the administrative team.

3. The provider recruits appropriate staff

3.1	There are appropriate policies and effective procedures for the recruitment of suitably qualified and experienced staff which include, for self-employed staff, the development of a signed performance service level agreement.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
3.2	Experience and qualifications are appropriately checked and verified before recruitment, and records are accurately maintained.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
3.3	The recruitment process for trainers working remotely includes a face-to-face online interview.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> NA
3.4	There is an effective system for regularly reviewing the performance of all staff, which, for trainers, includes regular, scheduled course delivery observations.	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
3.5	Managerial and administrative staff are appropriately supported in their continuing professional development.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

This standard is judged to be:

Met Partially Met Not Met

Comments

RCI's policy on staff recruitment is communicated through its quality manual. RCI approaches potential trainers who have relevant skills and knowledge via a social network for professionals or seeks referrals from the trainers already employed by the Provider.

A comprehensive performance service level agreement is signed by self-employed staff and the BDD. Copies of these agreements are stored securely on the CRMS. The experience and qualifications of prospective employees are appropriately verified and checked by the BDD before completion of the recruitment process. Records are accurately maintained on RCI's CRMS.

None of the Provider's trainers works remotely.

The Provider's administrative staff complete an appraisal with the BDD shortly after they join RCI, this ensures that they understand the responsibilities of their role. A documented lesson observation of new trainers is completed by the BDD on the first course that they deliver for RCI. The BDD provides written feedback and this ensures that the trainers can adapt their delivery to suit the requirements of RCI.

Undocumented observations are carried out during course delivery and spoken feedback is given to trainers to help them to improve their performance.

3.4 However, regular, scheduled and documented course delivery and staff appraisals are not completed on a regular basis.

Managerial and administrative staff are appropriately supported in their continuing professional development. They benefit from an employee training plan that offers them training, including a three-step process of induction, the opportunity to shadow more experienced staff in their roles, and coaching by the BDD.

The BDD delivers most of the in-house training. Members of staff with specific skills and knowledge also deliver training. All sessions are recorded so that new staff can review these as part of their induction.

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

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|-----|------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------|
| 4.1 | Text and images provide an accurate depiction of the provider's location, premises, facilities and the range and nature of resources and services offered. | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| 4.2 | Information on the courses available is comprehensive, accurate and up to date. | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| 4.3 | The provider's key policies are accessible through the website. | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |

This standard is judged to be:

Met Partially Met Not Met

Comments

The information provided in the Provider's course brochure for 2022 provides participants with accurate, up to date information about the location of RCI's UK premises and how to get there.

4.1 The course brochure and website do not include images of RCI's training venue in the UK or the facilities and services offered by the Provider. As a result, prospective participants cannot assess the suitability of the Provider to meet their needs.

4.2 The Provider's website does not include information on the courses available that is comprehensive, accurate and up to date. There is a facility on the website to request an electronic copy of RCI's brochure. However, this brochure is dated 2018 and, therefore, is not up to date.

4.3 The Provider's key policies are not accessible through the RCI website.

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

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|-----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|
| 5.1 | The provider ensures that the specific courses on which participants are registered are likely to meet the participants' expectations and needs. | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| 5.2 | Entry requirements for each course, including those relating to language ability, where applicable, are set at an appropriate level and clearly stated in the course descriptions read by prospective participants. | <input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> NA |
| 5.3 | A formal application and selection process ensures that participants meet the entry requirements. | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA |
| 5.4 | Applicants are provided with sufficient information to enable them to make a judgement on the suitability of the courses and their delivery methods and can discuss any concerns before registration. | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| 5.5 | The provider replies to all application enquiries in line with its appropriate target response times, and all stakeholders are briefed properly on the nature and requirements of its programmes. | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| 5.6 | Overseas recruitment agents are properly selected, briefed, monitored and evaluated. | <input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> NA |
| 5.7 | The provider has effective systems to identify participants who have special educational needs and/or disabilities requiring additional learning support or other assistance. | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |

This standard is judged to be:

Met Partially Met Not Met

Comments

The Provider ensures that the specific courses on which participants are registered are likely to meet their and their employers' expectations and needs. RCI's clients enrol their senior management staff on the Provider's courses. Participants are enrolled by their employers as part of their in-service Continuing Professional Development (CPD) needs. All participants are proficient speakers of English.

RCI also designs bespoke courses to meet the specific training needs of its clients and their employees. Therefore, the Provider tailors its provision effectively to meet the needs of its clients.

There are no entry requirements set by the Provider. An application and selection process is not required as the Provider's clients select the participants for RCI's courses.

The participants complete an application form which is provided by RCI and this is then sent to the BDD by the client to confirm the participant is eligible for the course selected.

RCI's clients are provided with a prospectus that contains a detailed overview of all of the Provider's courses prior to enrolling their employees on one of the courses. This ensures that the clients are able to make a well-informed judgement about whether the courses meet their, and their employees', needs.

The Provider replies to all application enquiries in a timely manner. Enquiries and responses are recorded on RCI's CRMS and shared by the BDD and the administrative team. All stakeholders are comprehensively briefed on the nature and requirements of the Provider's programmes.

The Provider does not employ overseas recruitment agents.

5.7 The application form does not require notification of whether participants had special educational needs and/or disabilities that may require additional learning support or assistance.

6. There is an appropriate policy on participant attendance and punctuality and effective procedures and systems to enforce it

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|-----|-----------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|
| 6.1 | There is a clear policy on participant attendance and punctuality, which is communicated to all participants and other stakeholders. | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| 6.2 | Accurate and secure records of attendance and punctuality at each session are kept for all participants, collated centrally and regularly reviewed. | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA |
| 6.3 | Participant absences are followed up promptly, and appropriate action is taken. | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA |

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

Comments

There is a clear policy on participant attendance and punctuality, which is communicated to all participants. The course handbook includes a clear policy on attendance and punctuality. Participants are informed that full attendance is required to receive a certificate of participation.

Participants are senior managers and are conscious of the cost of the training. They are required to complete a report about their course for their employers on their return to work. RCI also completes an end-of-course report for its clients.

Participant absence or lateness is followed up promptly by the BDD or the Co-ordinator. Information about attendance and lateness for each training session is added to the CRMS and circulated to RCI's staff. The Provider's clients are also notified if a participant is late on more than one occasion.

7. The provider has effective systems to monitor its own standards and assess its own performance with a view to continuous improvement

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|-----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------|
| 7.1 | There are effective systems for monitoring and periodically reviewing all aspects of the provider's performance. | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| 7.2 | The provider has effective mechanisms for obtaining feedback from participants and other relevant stakeholders, such as staff, partners and employers, on all aspects of the provider's provision, including formal participant representation where appropriate. | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| 7.3 | Feedback is obtained, recorded and analysed on a regular basis. | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| 7.4 | The feedback is reviewed by management, and appropriate action is taken. | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| 7.5 | There is a mechanism for reporting to the participants what the provider has done in response to their feedback. | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| 7.6 | Reports are compiled at least annually, which include the results of the provider's performance reviews, an analysis of appropriate data, including participant feedback, and action plans. | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| 7.7 | Action plans are implemented and regularly reviewed, with outcomes reported to management. | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |

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

Comments

The Provider maintains effective systems for periodically reviewing its performance. The outcomes are used to update and maintain RCI's in-house quality manual, the content of which is disseminated to administrative staff so that they are aware of what is required to maintain the quality of the provision.

The quality manual includes information arising from the Provider's review of its objectives, operational processes, data collection and collation, and management responsibilities. Parts of the quality manual refer to the Provider as ReCh Management Centre Limited rather than the up-to-date name of Rebecca Charles International.

The Provider has highly effective mechanisms through which it collects feedback from participants, clients and staff.

Written participant feedback is collected via an end-of-course feedback form. The participants are also encouraged to give spoken feedback to their trainers or a member of RCI staff. Participants also complete a daily reflective journal in the final training session of each day to provide feedback on their experiences and development.

Trainers also provide written feedback in the end-of-course evaluation, which includes making recommendations for improving the provision.

The feedback is reviewed by the BDD and immediate action is taken, if needed. All feedback is recorded on the CRMS and it is reviewed and analysed on a regular basis by the Provider's administrative staff.

Owing to the responsive nature of the Provider's staff, participants are able to see the actions that are taken in response to their feedback. For example, immediate changes were made to the lunch menu after participants asked for more fruit and vegetables.

Reports are compiled, which include the results of the Provider's performance reviews, an analysis of appropriate data, including participant feedback, and action plans. A report, entitled the quality manual, is completed annually and this competently documents the review of RCI's objectives, operational processes, data collection and collation, management responsibilities, participant and trainer feedback, and action plans.

The quality manual also includes the Provider's audit report form, which records when action points have been allocated, and their progress and completion. The progress of action points is closely monitored by the BDD.

INSPECTION AREA – PARTICIPANT WELFARE

16. Participants receive welfare support appropriate to their age, background and circumstances

16.1	There is at least one named staff member responsible for participant welfare who is suitably trained and/or experienced, accessible to all participants and available to provide advice.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
16.2	Participants receive appropriate information, advice and guidance before the start of the course.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
16.3	Participants receive an appropriate induction and relevant information at the start of the programme.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
16.4	Participants are issued with a contact number for out-of-hours and emergency support.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No <input type="checkbox"/> NA
16.5	The provider has policies to avoid discrimination and a procedure for dealing with any abusive behaviour, including cyberbullying, and these are effectively implemented.	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
16.6	Effective safeguarding arrangements are in place for participants under the age of 18 and vulnerable adults, which are regularly reviewed.	<input type="checkbox"/> Yes	<input type="checkbox"/> No <input checked="" type="checkbox"/> NA
16.7	A suitable policy and effective arrangements are in place to protect participants from the risks associated with radicalisation and extremism.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
16.8	There is an e-policy in place that references any existing staff and participant codes of conduct and covers participants' on-site use of social media and devices such as mobile telephones, tablets and cameras.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No <input type="checkbox"/> NA
16.9	The provider collects contact details for participants and their next of kin, and appropriate staff can access the information quickly and easily, in and out of normal operating hours.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

This standard is judged to be:

Met Partially Met Not Met

Comments

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. The BDD is the named staff member responsible for participant welfare. Her mobile telephone number is provided in the documents confirming participants' enrolment on courses. She is appropriately trained and very experienced and is able to provide appropriate advice and support to participants during their stay in the UK.

Participants receive an e-mail confirming their enrolment on the Provider's course. This includes an electronic copy of the course handbook, which includes information about hotels, transport, restaurants, shopping facilities and places of worship in the Croydon area. The comprehensive range of information in the course handbook helps participants to select the accommodation that is best suited to their needs before their arrival in the UK.

Participants receive a comprehensive induction on the first day of their course. They are also provided with a non-returnable tablet computer that contains copies of all the documentation they have received before the start of their course, together with a wide range of information about their course, its content and associated reading.

RCI provides the BDD's contact number for out-of-hours and emergency support. The BDD is available to participants 24 hours a day.

16.5 The Provider does not have policies or procedures in place to avoid discrimination or deal with any abusive behaviour, including cyberbullying.

All participants are over the age of 18 and there are no vulnerable adults.

RCI has an effective policy in place and has completed a detailed risk assessment to protect participants from the risks associated with radicalisation and extremism. Appropriate staff, including the BDD and members of the administrative team, have undergone certificated training about how to protect participants from the risks associated with radicalisation and extremism. As a result, appropriate measures are in place to manage the risks of radicalisation.

The Provider has an effective e-policy in place which references staff and participant codes of conduct regarding the on-site use of devices such as mobile telephones, tablets and cameras and this replicates the policies of the participants' employers.

RCI's clients provide the contact details for each participant and their next of kin when they complete the application form. The administrative team transfers this information to the participant's record on the CRMS so that it can be quickly accessed by all of RCI's staff should an emergency arise.

17. International participants are provided with specific advice and assistance

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|------|-------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------|
| 17.1 | International participants receive appropriate advice before their arrival on travelling to and living in their host country. | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| 17.2 | International participants receive an appropriate induction upon arrival covering issues specific to the local area. | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| 17.3 | Information and advice specific to international participants continue to be available throughout their course of study. | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| 17.4 | Provision of support takes into account cultural and religious considerations. | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |

This standard is judged to be:

Met Partially Met Not Met NA

Comments

International participants, who are senior managers and frequent travellers, receive appropriate advice and information to meet their needs. Before their arrival in the UK, RCI provides participants with a delegate information pack that includes details of the location of the training premises, confirmation of their enrolment, information about hotels, details of how to get to the hotels from the airport and the course agenda.

Participants receive a course handbook during induction on the first day of the course. The handbook contains profiles of the trainers, the course overview, content, methodology and reading materials. The handbook also contains information about what to do in the case of an emergency in the UK. Participants are also provided with a non-returnable tablet computer that contains copies of all the induction materials., This ensures that participants have easy access to a wide range of information during and after their course.

Information and advice specific to international participants are available throughout their studies in the UK. The BDD is always on site while courses are in progress and is able to provide participants with any information or advice they need during their studies in the UK. Participants are also provided with the BDD's mobile telephone number on their confirmation letter before the start of their course.

The Provider takes into account religious and cultural considerations. For example, a prayer room can be made available at the training venue on request. Participants are also asked to specify their dietary needs on the application form. Information is added to the CRMS to ensure that all of the Provider's staff are effectively informed about the needs of individual participants.

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. | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| 18.2 | Participants have access to a fair complaints procedure of which they are informed in writing at the start of the course. | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| 18.3 | Participants are advised of BAC's complaints procedure. | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> NA |

This standard is judged to be:

Met Partially Met Not Met

Comments

The Provider's clients, which are the employers of the participants, book their employees on courses under appropriate terms and conditions. Participants are enrolled on RCI's courses by their employers as part of their CPD. If a participant is unable to attend a course due to having left the employment of RCI's client, the client is offered the opportunity to send another member of staff on a future course.

The course handbook contains a fair complaints procedure, which participants are informed about during induction. The complaints procedure clearly shows the stages a complaint must go through. However, the job titles used in the procedure do not reflect those used by staff presently employed at RCI, and this may cause confusion for participants.

18.3 Participants are not advised of BAC's complaints procedure.

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. | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 19.2 | Any residential accommodation, where participants under 18 are accommodated, is open to inspection by the appropriate authorities, including Ofsted. | <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> 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. | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 19.4 | A level of supervision is provided that meets the needs of participants. | <input type="checkbox"/> Yes <input type="checkbox"/> 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. | <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA |

This standard is judged to be:

Met Partially Met Not Met NA

Comments

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

20.1	Due care is taken in selecting home-stay accommodation that both provides a safe and comfortable living environment for participants and is appropriately located for travel to the provider and back.	<input type="checkbox"/> Yes <input type="checkbox"/> No
20.2	Any home-stay accommodation is inspected before participants are placed and is subject to regular re-inspection by a responsible representative or agent of the provider.	<input type="checkbox"/> Yes <input type="checkbox"/> No
20.3	The provider has appropriate contracts in place with any hosts, clearly setting out the rules, terms and conditions of the provision.	<input type="checkbox"/> Yes <input type="checkbox"/> No
20.4	Appropriate advice and support are given to both hosts and participants before and during the placement.	<input type="checkbox"/> Yes <input type="checkbox"/> No
20.5	Clear monitoring procedures are in place, with opportunities for participant feedback and prompt action taken in the event of problems.	<input type="checkbox"/> Yes <input type="checkbox"/> No

This standard is judged to be:

Met Partially Met Not Met NA

Comments

21. Participants have access to an appropriate social programme and information on leisure activities in the local area

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

This standard is judged to be:

Met Partially Met Not Met

Comments

Whilst there is no formal social programme, the course handbook contains information about social activities and facilities in Croydon that are available to participants. The participants are also offered a one-day tour of London during their studies. The tour is free of charge.

The tour takes place at the weekend, outside course hours, and includes visits to places of interest, with participants accompanied by a tour guide arranged by the BDD. Participants inform the BDD of places they would like to visit for

inclusion in the tour. Previous tours have included visits to the Imperial War Museum, Chinatown and shopping destinations in central London.

The tour is not a compulsory element of RCI's courses, and many participants do not attend.

Any off-site activities offered by the Provider are for responsible working adults. As a result, there is no need for specific safeguards to be put in place.

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. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| 22.2 | The provider has access to suitable external premises of a temporary or occasional nature for training purposes. | <input type="checkbox"/> Yes | <input type="checkbox"/> No <input checked="" type="checkbox"/> NA |

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

Comments

RCI has formal arrangements in place for possession of its office in Airport House, Croydon.

All training is delivered at Airport House and there is no need for temporary or occasional external premises.

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

- | | | | |
|------|----------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------|--------------------------------------------------------------------|
| 23.1 | Access to the premises is appropriately restricted and secured. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| 23.2 | The premises are maintained in an adequate state of repair, decoration and cleanliness. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| 23.3 | There are specific safety rules in hazardous areas, for example, science laboratories, which are readily accessible to participants, staff and visitors. | <input 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

Access to the premises is appropriately restricted and secured. Participants, staff and visitors are required to sign in on arrival at Airport House, and a member of staff from RCI collects them from reception to accompany them to the training or meeting rooms. RCI's rooms are accessed through the use of a security fob, which allows access to the parts of the building used by the Provider.

The Provider's premises are well maintained, clean and in a good state of repair and decoration.

The Provider does not deliver training in laboratories or hazardous areas.

General guidance on health and safety is made available to participants, staff and visitors on arrival at Airport House. There is a good level of signage inside and outside the premises regarding health and safety, for example, fire exits and the location of fire extinguishers.

There is adequate signage inside and outside the premises. Notice boards are not used in the premises as Airport House is a commercial business centre and its rooms can be rented by a number of different organisations. However, general information notifications are sent to participants and staff via e-mail before and during each course.

There is a good level of circulation space available for participants, visitors and staff. The large, bright reception area on the ground floor contains sofas that can seat up to seven people comfortably. Additional seating is also available adjacent to the on-site cafeteria. A lift located next to the Provider's premises provides easy access to the ground and first floors.

Appropriate numbers of toilets, with a high level of cleanliness, are provided near to the Provider's office and training rooms. The office and training rooms are well ventilated, with air conditioning and heating available when needed.

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. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> 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. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| 24.3 | There are facilities suitable for conducting the assessments required for each course. | <input type="checkbox"/> Yes | <input type="checkbox"/> No <input checked="" type="checkbox"/> NA |

This standard is judged to be:

Met Partially Met Not Met

Comments

The Provider's training rooms provide a good level of accommodation for its training sessions. RCI has access to rooms that can comfortably accommodate up to 20 participants.

The Provider's training rooms are well equipped and well maintained, with wall-mounted screens, whiteboards and flipcharts. This ensures that its courses can be delivered effectively.

Assessments are not conducted on RCI's courses.

25. There are appropriate additional facilities for participants and staff

- | | | | |
|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------|---------------------------------------------------------|
| 25.1 | Participants have access to sufficient space, which could include a library and suitable Information Technology (IT) facilities so that they can carry out their own private work and/or study. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| 25.2 | Trainers have access to sufficient personal space for preparing teaching/training sessions, marking work and relaxation. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No <input type="checkbox"/> NA |
| 25.3 | Participants and staff have access to space and facilities suitable for relaxation and the consumption of food and drink, including facilities that are located outside the premises. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| 25.4 | There are individual offices or rooms in which teachers/trainers and senior management can hold private meetings and a room of sufficient size to hold staff meetings. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| 25.5 | Administrative offices are adequate in size and are resourced for the effective administration of the provider. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |

This standard is judged to be:

Met Partially Met Not Met

Comments

There are appropriate additional facilities for participants and staff. The premises offer participants sufficient space in which to study and complete their own private work. Participants are also provided with access to the Airport House wireless connectivity and can access online publications to support their learning.

Participants are also provided with a non-returnable tablet computer that contains a copy of the course outline and content, with associated reading, at the beginning of their course.

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. Participants and staff have access to the training rooms for relaxation and the consumption of food and drink and for the amendment of training materials, if required. Refreshments are provided in the training rooms during each session, and there is a cafeteria on the ground floor of the building with a seating area. Lunch is included as part of the course in the on-site restaurant. There are additional coffee shops and restaurants within walking distance of the premises.

When courses are in progress, RCI maintains an on-site office that can be used to hold private meetings if required. Staff meetings held between the BDD, the administrative staff and trainers are normally held online.

The Provider's office at Airport House is adequate in size and seat up to five people comfortably. The office is effectively resourced for the delivery of RCI's UK provision.

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 Provider's BDD is very experienced and has clear oversight of the management of RCI and its courses, which ensures that the quality of the provision is consistent.

The Provider's CRMS ensures effective and efficient management of the provision, providing all of RCI's staff with immediate notification of any issues that need to be addressed.

Communication between all members of the Provider's staff is clear and efficient, ensuring that its courses run smoothly.

Actions required	Priority H/M/L
1.5 The Provider's financial risk-planning strategy and documentation must be operational at the earliest opportunity.	<input checked="" type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low
3.4 The Provider must carry out regular, scheduled and documented course delivery and staff appraisals on a regular basis.	<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low
4.1 4.2 RCI's publicity materials must provide accurate and comprehensive information about the Provider's location, premises, courses, facilities and the range and nature of resources and services offered.	<input checked="" type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low
4.3 The Provider's key policies must be accessible to all stakeholders through the RCI website.	<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low
5.7 The Provider's enrolment documentation must request information on any additional learning and/or disability support needs.	<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low

PARTICIPANT WELFARE

Provider's strengths

Participants receive a comprehensive range of information about their course before arrival in the UK, which ensures that they are fully prepared for the start of their course.

The Provider's staff are very accessible and offer participants a good level of support before and during their studies.

The Provider's courses are designed very well and provide participants with the specific skills and knowledge that can be actively used in their management roles.

Actions required	Priority H/M/L
16.5 The Provider must have policies and procedures in place to avoid discrimination and to deal with any abusive behaviour, including cyberbullying.	<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low
18.3 Participants must be informed of BAC's complaints procedure.	<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low

PREMISES AND FACILITIES

Provider's strengths

The Provider's UK training venue offers participants a comfortable, professional environment in which to complete their training.

The Provider's training venue in Croydon is well located, offering easy transport into central London if needed.

The premises are well maintained, and training rooms are of a good size with a wide range of facilities offered on site for participants' comfort.

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

RECOMMENDED AREAS FOR IMPROVEMENT

To be reviewed at the next inspection

It is recommended that the Provider regularly reviews its employee manual to ensure that it is maintained up to date.

It is recommended that RCI completes regular, scheduled documented observations and appraisals for its trainers and administrative staff.

It is recommended that the Provider regularly reviews its quality manual to ensure that all references to the Provider are accurate.

It is recommended that the course handbook be reviewed to ensure that it contains accurate job titles.

COMPLIANCE WITH STATUTORY REQUIREMENTS

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THE INSPECTION REPORT WAS CARRIED OUT BY:

Ann Matsunaga	Lead Inspector
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