

BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

Short Course Provider (SCP) Full Inspection

ORGANISATION: Dartington International Summer School

ADDRESS: The Barn
Dartington Hall
Totnes
Devon
TQ9 6DE

HEAD OF ORGANISATION: Karen Williams, Interim Chief Executive Officer

DATE OF INSPECTION: 11 and 12 August 2015

ACCREDITATION STATUS AT INSPECTION: Candidacy accreditation

DECISION ON ACCREDITATION:

- Accreditation awarded for the full four-year period.
- Decision on accreditation deferred.
- Award of accreditation refused.

Date: 10 Sep 2015

1. Background to the organisation

The Dartington Hall Trust was established in 1925 and is based in a 1,200 acre estate near Totnes in south Devon. The Dartington Experiment was a project to include rural regeneration, progressive education and creative endeavour. The Hall housed an independent secondary school, Dartington Hall School, which was significant in developing new educational methods. That closed in 1987. Also of note was Dartington College of Arts, founded in 1961, which focused on performance arts. In 2008 the College merged with University College Falmouth (now Falmouth University) and relocated to Cornwall in 2010. Today the Trust has a number of charitable activities in the fields of the arts, social justice and sustainability, including Schumacher College (formerly accredited by BAC) which offers educational courses including masters programmes at its own site on a different part of the estate. The Trust also has departments managing its property, catering business and shops.

Dartington Hall is a medieval manor house set in listed gardens which are open to the public. There are good 20th century buildings near the ancient Hall providing student accommodation and multi-purpose teaching, rehearsal and performance spaces. Some of these, which were formerly Dartington School and Dartington Arts College buildings, are now let to independent tenants. The Dartington International Summer School (DISS) began in 1953. Most participants are residential although non-residential day attendance is also possible. There are regular buses from the town of Totnes, which is about three miles away and has good rail connections to London.

Dartington International Summer School was accredited by BAC in 2010. Because of a temporary change in staff, that accreditation was allowed to lapse. The Trust is now reapplying because it would like Summer School participants to be able to come from overseas purely for study and not as part of a holiday. It also considers that accreditation may assist some overseas students in gaining funding.

In this report, in line with the Summer School's practice, the terms 'participant' and 'artist' are used rather than 'student' and 'tutor'.

2. Brief description of the current provision

The Dartington International Summer School (DISS) runs for four weeks in August. Its brochure subtitle, 'A Music School by Day, A Concert Hall by Night', sums up the essence of what it provides. The Summer School is 'for professional musicians, music students of all ages, people who love to play and people who love to listen'. There are 802 participants booked for the 2015 Summer School, of whom 657 are resident. Most attend for one week although a few stay for two or more. A significant number are returners, many of whom return year after year. A number of the younger participants are music students, who receive bursaries to help them with the cost of attending.

Every year, the Summer School has a different programme. Each week of the School's four weeks has a separate theme; for instance in the week of the inspection, the theme was Baroque Orchestra, Baroque Opera, Folk Music and Creative Writing. Every day is divided into four main sessions, which participants can elect to attend. They are offered a wide choice of courses, masterclasses and workshops in subjects ranging from, for instance, Folk Choir, Baroque Orchestra and Advanced Conducting to Harpsichord Workshop or Improvising and Working with Silent Film. The sessions are led by residential professional musicians and artists, often of international repute, who are typically contracted for one of the School's four themed weeks. Every evening from 5.15pm there is a programme of concerts of up to three performances a night, ending at about 11pm.

3. Inspection process

The inspection took one and a half days. The inspector arrived mid afternoon, was introduced to the site by the PA to the Chair of the Trustees, joined participants at dinner and then attended an evening concert. He was provided with accommodation in the Medieval Courtyard close to the Great Hall. Next day he had meetings with the DISS Programme Manager, DISS Artistic Director, DISS Administrator, DISS Registrar, a member of the Trust's central HR department and the Librarian. He was introduced to the Trust's interim CEO and two trustees, sat in on several classes and rehearsals, and had meetings with some of the participants and volunteer assistants. He toured the practice and performance facilities and residential accommodation, checked documentation and had a final meeting with the Summer School management team before departing in the late afternoon.

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 provider.

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="radio"/> Yes | <input type="radio"/> 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="radio"/> Yes | <input type="radio"/> No |
| 1.3 | There are clear channels of communication between the management and staff and those working at the delivery venue/s. | <input checked="" type="radio"/> Yes | <input type="radio"/> No |

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

Comments

The Chief Executive left the Dartington Hall Trust at the end of April after eleven years' service. His role has been temporarily filled by the Chief Operations Officer who will work in that position until a new CEO is appointed in the autumn and will then return to her previous role. The DISS Artistic Director is a freelance professional musician whose role has been to plan, organise and manage artistic programme for the 2015 Summer School. The core Summer School management team is headed by the DISS Programme Manager, with a full-time Registrar and a full-time Administrator in support. They form part of the Arts Team structure of the Dartington Hall Trust.

2. The administration of the provider is effective

- | | | | |
|-----|---|--------------------------------------|--------------------------|
| 2.1 | Administrators are suitably qualified or experienced and understand their specific responsibilities and duties. | <input checked="" type="radio"/> Yes | <input type="radio"/> 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="radio"/> Yes | <input type="radio"/> No |
| 2.3 | The administrative support available to the management is clearly defined, documented and understood. | <input checked="" type="radio"/> Yes | <input type="radio"/> No |
| 2.4 | Policies, procedures and systems are well documented and effectively disseminated across the provider. | <input checked="" type="radio"/> Yes | <input type="radio"/> No |
| 2.5 | Data collection and collation systems are effective. | <input checked="" type="radio"/> Yes | <input type="radio"/> No |
| 2.6 | Administrative offices are adequate in size and resources for the effective administration of the provider. | <input checked="" type="radio"/> Yes | <input type="radio"/> No |

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

Comments

The Summer School benefits from the Dartington Hall Trust's central Human Resource department, which has well-developed policies and procedures to deal with the large number of Trust employees.

The Summer School management reported that its booking and payment system, although effective, was time-consuming and it was looking to improve it. Some participants reported difficulty in paying for the courses using international credit cards.

3. **The provider employs appropriate managerial and administrative staff**

- 3.1 There are appropriate policies and effective procedures for the recruitment and continuing employment of suitably qualified and experienced staff. Yes No
- 3.2 Experience and qualifications claimed are verified before employment. Yes No
- 3.3 There is an effective system for regularly reviewing the performance of staff. Yes No

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

Comments

The experience and qualifications of permanent staff are thoroughly checked before appointment. The freelance artists who perform, run workshops and guide the participants during the Summer School are contracted because of their high reputations and respected work among fellow professional musicians.

4. **Publicity material, both printed and electronic, gives a comprehensive, up-to-date and accurate description of the provider and its programmes**

- 4.1 Text and images provide an accurate depiction of the provider's location, premises, facilities and the range and nature of resources and services offered. Yes No
- 4.2 Information on the courses available is comprehensive, accurate and up to date. Yes No

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

Comments

The Summer School's printed publicity and website are accurate, attractive and raise entirely realistic expectations. Some of the international participants spoken to regretted that they were no longer sent hard copies of publicity but had to rely on the website. That view was echoed by two British student-assistants. The cost of printing and postage needs to be weighed against the publicity value of potential participants being able to pass an attractive brochure around.

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

- 5.1 Entry requirements for each course, including those relating to language ability, are set at an appropriate level and clearly stated in the course descriptions seen by prospective participants. Yes No NA
- 5.2 A formal application process ensures that participants meet the entry requirements and any claimed qualifications are verified. Yes No NA
- 5.3 The provider replies to all application enquiries promptly and appropriately and briefs all stakeholders properly on the nature and requirements of its programmes. Yes No NA
- 5.4 Any overseas recruitment agents are properly selected, briefed, monitored and evaluated. Yes No NA

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

Comments

There are no formal entry requirements for participation in the Summer School, or for most of its courses. However, for some more demanding courses, participants need to apply and provide evidence of their level of musical ability to the artist running the course.

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

- 6.1 There is a clear and published policy on participant attendance and punctuality. Yes No
- 6.2 Accurate and secure records of attendance and punctuality at each session are kept for all participants, collated centrally and reviewed. Yes No NA
- 6.3 Participant absences are followed up promptly and appropriate action taken. Yes No

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

Comments

"Course and Concerts Information", which participants received on arrival, makes clear that full attendance and punctuality is expected 'out of courtesy to tutors and your fellow students'.

The taking of registers by the artists would not be practical or appropriate for the concerts and workshops that make up the Summer School.

If a participant were missing from a workshop, the absence would be noticed by the artist and fellow participants. They would notify the Summer School office which would attempt to make contact with the participant using the contact details all participants provide. However, it is recommended that the procedure for dealing with unexpected absences be formalised, both for welfare reasons and also, perhaps, to satisfy any UK Visas & Immigration (UKVI) requirements.

7. **The provider regularly obtains and records feedback from participants and other stakeholders and takes appropriate action where necessary**

- 7.1 The provider has effective mechanisms for obtaining feedback from participants and other stakeholders (such as staff, partner providers and employers) on all aspects of the provider's provision, including formal participant representation where appropriate. Yes No
- 7.2 Feedback is obtained, recorded and analysed on a regular basis. Yes No
- 7.3 The feedback is reviewed by management and action is taken where necessary. Yes No
- 7.4 There is a mechanism for reporting on the provider's response to the feedback to the participant body. Yes No

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

Comments

7.4 At present there is no mechanism for the provider to report to participants on any action taken in response to feedback, which is collected from participants at the end of their course. The inspector heard evidence that action is taken in response to feedback. He recommends that some brief summary of action taken in response to feedback (along the lines of "You said; we did.") be included in any newsletter circulated to DISS participants at the end of the year.

8. **The provider has effective systems to review its own standards and assess its own performance with a view to continuing improvement**

- 8.1 There are effective systems for monitoring and periodically reviewing all aspects of the provider's performance. Yes No
- 8.2 Reports are compiled which present the results of the provider's reviews and incorporate action plans. Yes No
- 8.3 Action plans are implemented and regularly reviewed. Yes No

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

Comments

A review of the Summer School used to be included in the reports to the Trustees, but this was last done in 2012. The inspector recommends that a formalised annual end-of-course Summer School report be re-introduced.

INSPECTION AREA - TEACHING, LEARNING AND ASSESSMENT

9. **Programme management is effective**

- 9.1 There is a suitably qualified and experienced programme manager or management team with responsibility for teaching, learning and assessment and the management of the body of trainers. Yes No NA
- 9.2 Classes are timetabled and rooms allocated appropriately for the courses offered. Yes No NA
- 9.3 The allocation of trainers to classes provides for a consistent learning experience and delivery is monitored to ensure consistency. Yes No NA
- 9.4 There is an appropriate policy and effective procedures for the acquisition of teaching and learning resources. Yes No NA

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

Comments

The content of each year's Summer School programme is created by the freelance DISS Artistic Director, a highly experienced and renowned professional musician. The process of constructing the programme and assembling the participating artists starts the previous autumn and occupies her for much of the year.

Apart from pianos and the site's practice and performance facilities, participants usually bring their own instruments and music with them. These constitute excellent teaching and learning resources.

10. **The courses are planned and delivered in ways that enable participants to succeed**

- 10.1 Courses are designed and delivered in ways that allow participants to develop the knowledge and skills which will be required for final examinations or assessments or which meet stakeholders' requirements. Yes No NA
- 10.2 Lessons and assessments maintain an appropriate focus on any assessment objectives or statement of learning outcomes established by the awarding body. Yes No NA
- 10.3 Formative assessments appropriately reflect the nature and standards of summative examinations. Yes No NA
- 10.4 Participants are encouraged and enabled to develop independent learning skills. Yes No NA
- 10.5 The academic backgrounds and particular needs of participants are taken into account in the classroom delivery of the course. Yes No

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

Comments

There is no end-of-course examination, although many workshops and courses work through the week towards producing an end-of-course performance. The standards achieved by participants are judged by the artist running the course, their peers and (perhaps harshest of all) by themselves.

The Summer School is designed to develop its participants' independent learning skills.

11. **Trainers are suitable for the courses to which they are allocated and effective in delivering them**

- 11.1 Trainers are appropriately qualified and experienced. Yes No
- 11.2 Trainers have a level of subject knowledge, pedagogic and communicative skill which allows them to deliver the content of courses effectively. Yes No
- 11.3 The appraisal procedures for trainers incorporate regular classroom observation. Yes No
- 11.4 Trainers are supported in their continuing professional development and enabled to develop further pedagogic techniques to enhance the learning of participants. Yes No
- 11.5 Trainers respond to different learning needs of participants where appropriate, taking various learning styles into account in their planning and delivery of lessons. Yes No
- 11.6 Trainers employ effective strategies to involve all participants in active participation and to check their understanding of concepts and course content. Yes No

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

Comments

The quality of the professional artists who lead the courses, classes and workshops is, according to the participants interviewed, extremely high. "Our tutors are top of their game", was the shared opinion of one group.

12. **The provider provides participants and trainers with access to appropriate resources and materials for study**

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

Comments

As stated above, participants and artists usually bring their own instruments. However, Dartington Hall and its surrounding buildings are well provided with a plentiful supply of practice and performance rooms and halls. There are 33 music studios and teaching and rehearsal spaces. Most concerts take place in the medieval Great Hall. Many studios have pianos in them, some of which are hired specifically for the Summer School.

13. **Participants receive appropriate assessment and feedback on their performance and progress, which are effectively monitored**

- | | | | |
|------|---|--------------------------------------|--|
| 13.1 | Feedback is given to individual participants tailored to meet their specific needs and constructive in its nature and delivery. | <input checked="" type="radio"/> Yes | <input type="radio"/> No |
| 13.2 | Courses are planned to include a schedule of assessments, the procedures and criteria for which are available in writing and in advance to participants and trainers. | <input type="radio"/> Yes | <input type="radio"/> No <input checked="" type="radio"/> NA |
| 13.3 | Assessment outcomes are monitored to enable the identification of participants who are not making satisfactory progress and prompt intervention where appropriate. | <input type="radio"/> Yes | <input type="radio"/> No <input checked="" type="radio"/> NA |
| 13.4 | Participants are made aware of how their progress relates to their targeted level of achievement. | <input type="radio"/> Yes | <input type="radio"/> No <input checked="" type="radio"/> NA |
| 13.5 | Additional support or advice on alternative courses is provided to participants who are judged not to be making sufficient progress to succeed. | <input type="radio"/> Yes | <input type="radio"/> No <input checked="" type="radio"/> NA |
| 13.6 | Participants have appropriate access to trainers outside class time. | <input checked="" type="radio"/> Yes | <input type="radio"/> No <input type="radio"/> NA |

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

Comments

Feedback is provided to participants by the artists, and by their fellow participants, often just in the form of applause.

Most participants and artists are residents together at the Summer School. Participants said how they valued the opportunity of discussing their music over a drink or meal with well-known professional musicians.

14. **The provider offers courses leading to accredited awards granted by recognised awarding bodies wherever appropriate**

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

Comments

15. **There is a clear rationale for courses leading to unaccredited or internal awards**

- 15.1 There is a clear statement of the level claimed relative to the NQF/QCF and evidence that participants who receive the award meet the stated requirements for that level. Yes No NA
- 15.2 There is evidence of the extent to which the awards are accepted for the purposes of employment or further study. Yes No NA
- 15.3 External moderators are involved in the assessment process where appropriate. Yes No NA

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

Comments

Although the courses do not lead to awards, the reputation of the Summer School is high in musical circles.

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

- 16.1 The provider complies with the requirements of the relevant awarding bodies in terms of examination security and administration where appropriate. Yes No NA
- 16.2 For internal assessments and awards, there are effective systems in place for examination security and administration, and clear procedures for participants to appeal against their marks. Yes No NA

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

Comments

INSPECTION AREA - PARTICIPANT WELFARE

17. **Participants receive pastoral support appropriate to their age, background and circumstances**

- 17.1 There is at least one named staff member responsible for participant welfare who is suitably trained, accessible to all participants and available to provide advice. Yes No NA
- 17.2 Participants receive appropriate advice before the start of the programme. Yes No
- 17.3 Participants receive an appropriate induction and relevant information at the start of the programme. Yes No
- 17.4 Participants are issued with a contact number for out-of-hours and emergency support. Yes No NA
- 17.5 The provider has policies in place to avoid discrimination and a published procedure for dealing with any abusive behaviour. Yes No

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

Comments

Participants receive pre- and post-arrival information from the DISS office and are welcomed on arrival. The DISS Registrar and his colleagues are available to help with individual queries.

18. **International participants are provided with specific advice and assistance**

- 18.1 International participants receive appropriate advice before their arrival on travelling to and staying in the UK. Yes No
- 18.2 International participants receive an appropriate induction upon arrival covering issues specific to the local area. Yes No
- 18.3 Information and advice specific to international participants continues to be available throughout the course of study. Yes No
- 18.4 Provision of support takes into account cultural and religious considerations. Where possible, participants have access to speakers of their own first language. Yes No

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

Comments _____

19. **The fair treatment of participants is ensured**

- 19.1 Participants apply for and are enrolled on courses under fair and transparent contractual terms and conditions. Yes No
- 19.2 Participants have access to a fair complaints procedure of which they are informed in writing at the start of the course. Yes No

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

Comments _____

20. **Where residential accommodation is offered, it is fit for purpose, well maintained and appropriately supervised**

- 20.1 Any residential accommodation is clean, safe and of a standard which is adequate to the needs of participants. Yes No
- 20.2 Any residential accommodation is open to inspection by the appropriate authorities, including Ofsted where participants under 18 are accommodated. Yes No NA
- 20.3 Clear rules and fire, health and safety procedures are in place, with appropriate precautions taken for security of participants and their property. Yes No
- 20.4 A level of supervision is provided appropriate to the needs of participants. Yes No
- 20.5 Separate accommodation blocks are provided for participants under 18. Yes No NA

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

Comments _____

The very small number of under-18s who attend are, as a condition of acceptance, always accompanied by their parents, who are responsible for them at all times.

21. **Where home-stay accommodation is organised, the welfare of participants is ensured and the provider's relationship with hosts is properly managed**

- 21.1 Due care is taken in selecting home-stay accommodation which both provides a safe and comfortable living environment for participants and is appropriately located for travel to the provider and back. Yes No
- 21.2 Any home-stay accommodation is inspected before participants are placed and is subject to regular re-inspection by a responsible representative or agent of the provider. Yes No
- 21.3 The provider has appropriate contracts in place with any hosts, clearly setting out the rules, terms and conditions of the provision. Yes No
- 21.4 Appropriate advice and support is given to both hosts and participants before and during the placement. Yes No
- 21.5 Clear monitoring procedures are in place with opportunities for participant feedback and prompt action taken in the event of problems. Yes No

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

Comments

Home-stay accommodation is not available.

22. **The provider provides an appropriate social programme for participants and information on leisure activities in the area**

- 22.1 Participants are provided with appropriate information on opportunities for participation at events and other leisure activities which may be of interest. Yes No
- 22.2 The social programme is responsive to the needs and wishes of participants. Yes No NA
- 22.3 Any activities within the social programme have been chosen with consideration for their affordability by the majority of participants. Yes No NA
- 22.4 Any activities organised by the provider are supervised by a responsible representative with suitable qualifications and experience. Yes No NA

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

Comments

The social programme consists of the concerts and other performances and activities which constitute the Summer School. The DISS management team will help individual participants who want to arrange trips in the surrounding area.

INSPECTION AREA - PREMISES AND FACILITIES

23. The provider has secure possession of and access to its premises

23.1 The provider has secure tenure on its premises. Yes No NA

23.2 Where required, the provider has access to suitable external premises for training purposes of a temporary or occasional nature. Yes No NA

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

Comments

Dartington Hall and its 1,200 acre estate is owned freehold by the Dartington Hall Trust.

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

24.1 Access to the premises is appropriately restricted and secured. Yes No

24.2 The premises are maintained in an adequate state of repair, decoration and cleanliness. Yes No

24.3 There are specific safety rules in areas of particular hazard (e.g. science laboratories), made readily available to participants, staff and visitors. Yes No NA

24.4 General guidance on health and safety is made available to participants, staff and visitors. Yes No

24.5 There is adequate signage inside and outside of the premises and notice boards for the display of general information. Yes No

24.6 There is adequate circulation space for the number of participants and staff accommodated, and a suitable area in which to receive visitors. Yes No

24.7 There are toilet facilities of an appropriate number and level of cleanliness. Yes No

24.8 There is adequate heating and ventilation in all rooms. Yes No

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

Comments

There is perhaps too much signage around the site, which is not always easy to decipher. It took the inspector some time to work out where he needed to go. Fewer, clearer signs would be more helpful to visitors.

25. **Training rooms and other learning areas are appropriate for the courses offered**

- 25.1 Training rooms and other learning areas provide adequate accommodation in size and number for the classes allocated to them. Yes No
- 25.2 Training rooms and any specialised learning areas (e.g. laboratories, workshops, studios) are equipped to a level which allows for the effective delivery of each course. Yes No NA
- 25.3 There are facilities suitable for conducting the assessments required on each course. Yes No NA

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

Comments

The facilities for practice and performance are excellent.

26. **There are appropriate additional facilities for participants and staff**

- 26.1 Participants have access to sufficient space and suitable facilities for private study, including library and IT resources. Yes No NA
- 26.2 Trainers have access to sufficient personal space for preparing lessons, marking work and relaxation. Yes No NA
- 26.3 Participants and staff have access to space and facilities suitable for relaxation and the consumption of food and drink where appropriate. Yes No NA
- 26.4 Participants and staff have access to storage for personal possessions where appropriate. Yes No NA
- 26.5 There are individual offices or rooms in which trainers and senior management can hold private meetings and a room of sufficient size to hold staff meetings. Yes No

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

Comments

The Dartington Hall site provides excellent space, both inside and outside, for private study and reflection. Its various facilities for musical practice, both individually and with fellow participants, are outstanding.

Dartington Hall provides two dining rooms, a bar, a cafe and a tea tent. A choice of freshly cooked hot and cold dishes, drinks and snacks is available. The quality of catering is adjusted in response to feedback from participants.

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 Summer School management team is experienced and well-supported within the structure of the Dartington Hall Trust. The administration is effective.

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

TEACHING, LEARNING AND ASSESSMENT

Provider's strengths

The Summer School programme is very thoughtfully designed to meet participants' interests and needs, and is led by expert, internationally renowned artists.

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

PARTICIPANT WELFARE

Provider's strengths

The welfare provision, including accommodation, is entirely appropriate to the age of the participants and the School's location. A range of accommodation is available to match participants' needs and budgets.

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

PREMISES AND FACILITIES

Provider's strengths

Dartington Hall provides an outstanding venue for this residential international summer school. The performance and practice facilities are first class, and the historic buildings and beautiful gardens provide an excellent environment for the courses and performances to take place.

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

RECOMMENDED AREAS FOR QUALITY IMPROVEMENT

The booking and payment systems are reported to be time-consuming and some participants said it was difficult to pay for the courses using international credit cards. It is recommended that the systems are reviewed.

DISS should consider sending out the annual Summer School programme to international participants in hard copy.

It is recommended that the procedure for dealing with unexpected absences be formalised, both for welfare reasons and also, perhaps, to satisfy any UK Visas & Immigration (UKVI) requirements.

DISS should consider including some brief summary of action taken in response to feedback in any newsletter circulated to participants at the end of the year.

A review of the Summer School used to be included in the reports to the Trustees, but this was last done in 2012. It is recommended that a formalised annual end-of-course Summer School report be re-introduced.

Review the signage around the site.

COMPLIANCE WITH STATUTORY REQUIREMENTS