



## **BRITISH ACCREDITATION COUNCIL INSPECTION REPORT**

### **INTERIM AND SUPPLEMENTARY PREMISES INSPECTION (Short Course Provider)**

**ORGANISATION:** GTC Training Consultancy Group

**ADDRESS:** Riverbank House, 1 Putney Bridge Approach,  
Putney, London SW6 3BQ

**HEAD OF ORGANISATION:** Shola Ekperigin

**Accreditation status:** Accredited

**Date of inspection:** 04 April 2016

**ACCREDITATION COMMITTEE DECISION AND DATE:** 14 April 2016

## **PART A - INTRODUCTION**

### **1. Background to the organisation**

Global Training Consulting (GTC) was founded in 2004 and commenced teaching in 2005. GTC Putney is part of a growing group that primarily delivers training in management skills, leadership, governance and finance across a range of industry sectors to senior managers, mainly from Nigeria and West Africa. There are several hundred courses on offer. All the provision is of one or two weeks' duration and most of the courses which have been developed by GTC are not accredited.

A further arm of GTC is that of consulting and is promoted as part of their corporate package. In February 2014 GTC gained ISOQAR 9001:2008 accreditation that has enhanced its quality assurance management and will be an ideal discipline for the future.

Teaching is conducted in the new premises which is based at Riverbank House in Putney.

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

GTC offers short courses of one or two weeks' duration. Some of the programmes are created especially for corporate clients, while others are more generic in nature and offered as 'open' courses, on which delegates from a variety of backgrounds may enroll. Students are referred to as delegates by GTC and international delegates enter the UK on student visitor visas. Many of the delegates are returners, some having attended four or more GTC courses.

The teaching and facilitating is undertaken by highly experienced tutors, many of whom teach at other establishments including university and have hands-on practical knowledge.

The new location is in Fulham Green which is exceptionally connected, sitting on the intersection of several main travel routes and overlooking the River Thames, 100 metres north of Putney Bridge. Fulham Green is also adjacent to Putney Bridge Station allowing easy access for staff and clients by either public transport or by road. Putney Bridge Tube station on London's Underground's District Line provides a frequent service to the West End and City, whilst Putney Mainline station located 7-8 minutes' walk away connects to Waterloo and Clapham Junction. Fulham Green is also well served via the adjacent bus station. Whilst the West End and City are easily accessible via road, Fulham Green benefits from being outside the congestion charge zone.

The new facility is very well serviced with onsite cafes, bars, outside terrace, garden break-out rooms, wi-fi access throughout all communal areas, on site reception with 24-hour security access. There are also fully serviced meeting rooms, on site visitor car parking, secure bicycle parking and a state of the art gymnasium with shower facilities.

Additional facilities available for GTC Training Consulting Group is the use of the Business Centre, kitchen facilities with unlimited teas and coffees and the use of flexible office and training space with opportunities to upsize if required.

### **3. Inspection process**

The joint supplementary and interim inspection was undertaken by one inspector. The Director and administrative staff were interviewed.

### **4. Inspection history**

**Full inspection:** 21 and 22 October 2009

**Interim inspection:** 16 March 2011

**Reaccreditation inspection:** 25 and 26 March 2014

## **PART B – JUDGEMENTS 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**

### **1. Significant changes since the last inspection**

New premises.

Name change to GTC Training Consulting Group

(Please see Section 2 - Brief description of current provision.)

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

*4.0 - Evidence of BAC accreditation in the literature through the use of the logo should be considered.*

GTC has undertaken a complete review of all marketing material including the website, brochures, and prospectus. The BAC logo is used in all the literature.

*11.3 - Classroom observations need to be undertaken regularly and in a more structure manner.*

Since the last BAC inspection, GTC has not had any students. Thus classroom observations could not be undertaken. However, procedures with observation templates are in place to be undertaken when the next cohort of students arrive, which is scheduled for September 2016.

*19.3- The BAC complaints policy must be brought to the attention of the delegates in their information pack.*

The BAC complaints policy is now included in all candidate information and induction packs.

### **Response to recommendations in last report**

*Regular staff meetings should be held and formally minuted with action points circulated to all staff members*

This has been addressed. There are detailed minutes of meetings with evidence that action points have been circulated to all staff members by email and by written correspondence

*Time-keeping should be raised with each group of delegates*

Attendance registers are more detailed with timings, morning and afternoon sessions, student late and absences noted by the class tutors.

Student induction and information pack include class timings and time-keeping

An electronic log-in system is being introduced

*The scaling of the questionnaires should be reviewed to make it more meaningful, a scale of 1-4 would give better feedback, the jump from satisfactory to excellent is too great.*

Student feedback questionnaires have been revised to include the new scaling.

**3. Compliance with BAC accreditation requirements**

**3.1 Management, Staffing and Administration (spot check)**

	Met	Partially met	Not met
The standards are judged to be	✓		
The Directors have good insight into the working of the college and are actively engaged in its strategic development.			

**3.2 Teaching, Learning and Assessment (spot check)**

	Met	Partially met	Not met
The standards are judged to be	✓		
Teaching, Learning and Assessment are used effectively in providing high quality service to delegates			

**3.3 Participant Welfare (spot check)**

	Met	Partially met	Not met
The standards are judged to be	✓		
There were no delegates during the inspection. However, procedures are in place to offer advice and guidance and pastoral support			

**3.4 Premises and Facilities (full inspection)**

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

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

<b>23.1</b>	The provider has secure tenure of its premises.	YES
<b>23.2</b>	Where required, the provider has access to suitable external premises for academic or non-academic purposes of a temporary or occasional nature.	YES

	Met	Partially met	Not met	NA
This standard is judged to be	✓			
<b>Comments</b> Tenancy agreements in place. There is flexibility in the agreement for use of additional training rooms, use of the business centre, the green, circulation space, and the gymnasium				

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

<b>24.1</b>	Access to the premises is appropriately restricted and secured.	YES
<b>24.2</b>	The premises are maintained in an adequate state of repair, decoration and cleanliness.	YES
<b>24.3</b>	There are specific safety rules in areas of particular hazard (e.g. science laboratories), made readily available to participants, staff and visitors.	N/A
<b>24.4</b>	General guidance on health and safety is made available to participants, staff and visitors.	YES
<b>24.5</b>	There is adequate signage inside and outside of the premises and notice boards for the display of general information.	YES
<b>24.6</b>	There is adequate circulation space for the number of participants and staff accommodated, and a suitable area in which to receive visitors.	YES
<b>24.7</b>	There are toilet facilities of an appropriate number and level of cleanliness.	YES
<b>24.8</b>	There is adequate heating and ventilation in all rooms.	YES

	Met	Partially met	Not met	NA
This standard is judged to be	✓			
<b>Comments</b> There is 24-hour security access throughout the building. The premises are well serviced, clean and very safe				

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

<b>25.1</b>	Training rooms and other learning areas provide adequate accommodation in size and number for the classes allocated to them.	YES
<b>25.2</b>	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
<b>25.3</b>	There are facilities suitable for conducting the assessments required on each course.	Yes

	Met	Partially met	Not met	NA
This standard is judged to be	✓			
<b>Comments</b> Training, conference and business centres are of very high quality with the latest computerised equipment suited for high quality delivery.				

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

<b>26.1</b>	Participants have access to sufficient space and suitable facilities for private study, including library and IT resources.	YES
<b>26.2</b>	Trainers have access to sufficient personal space for preparing lessons, marking work and relaxation.	YES
<b>26.3</b>	Participants and staff have access to space and facilities suitable for relaxation and the consumption of food and drink where appropriate.	YES
<b>26.4</b>	Participants and staff have access to storage for personal possessions where appropriate.	YES
<b>26.5</b>	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
<b>26.6</b>	Administrative offices are adequate in size and resources for the effective administration of the organisation	YES

	Met	Partially met	Not met	NA
This standard is judged to be	✓			
<b>Comments</b> Space for trainers, administrative staff and ancillary staff is adequate with provision for additional space available on flexible terms.				

**PART C – SUMMARY OF STRENGTHS AND ACTION POINTS**

<p><b>Institution’s strengths</b></p> <ul style="list-style-type: none"> <li>• Courses on offer well match the delegates’ needs and objectives</li> <li>• Tutors are occupationally competent and experienced</li> <li>• Teaching and training rooms are of very high design and quality offering state of the art facilities for both the trainer and trainee</li> <li>• Arrangements for ensuring the health and safety of staff and students are highly effective</li> <li>• Administration provides effective support and guidance prior to and on arrival in the UK</li> <li>• The Directors have good insight into the working of the training provision and are actively engaged in its strategic development.</li> </ul>
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<b>Actions required</b>	<b>Priority H/M/L</b>
NONE	

**COMPLIANCE WITH STATUTORY REQUIREMENTS**

<b>Declaration of compliance has been signed and dated.</b>	<b>YES</b>
<b>Further comments, if applicable</b>	