



BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

INTERIM INSPECTION (Short Course Provider)

ORGANISATION: Hastings Business Training

ADDRESS: 45a London Road
St Leonards-on-Sea
East Sussex
TN37 6AY

HEAD OF ORGANISATION: Mr Isah Abdullahi

Accreditation status: Accredited

Date of inspection: 23 February 2016

ACCREDITATION COMMITTEE DECISION AND DATE: 14 April 2016

PART A - INTRODUCTION

1. Background to the organisation

Hastings Business Training (HBT) was established in 2005 and teaching commenced in the same year. The sole proprietor is closely involved in the day-to-day running of the organisation and is supported by a single administration officer. HBT concentrates on providing short courses for mature students (average age 35 years) coming mainly from Nigeria and Ghana. The courses are a form of Continuing Professional Development (CPD) but are not accredited by any external awarding body. Most participants occupy senior governmental positions in their home country as well as senior positions in companies associated with the oil and gas sector. HBT is located in two premises, in St Leonards on Sea and Hastings. The former is used as administrative offices, whilst the premises in Hastings, which are hired from the University of Brighton and are known as the University Centre Hastings (UCH) are used for the delivery of the courses.

2. Brief description of the current provision

The current provision is based on a wide variety of CPD courses in the specific areas of; corporate and executive management, finance, information technology and petroleum and gas. They are targeted at well qualified, postgraduate, mature professionals who have reached senior positions in their organisations. The duration of each course ranges from one to two weeks. They are delivered on a lecture/workshop basis, with the lecturer acting as a facilitator to relatively small groups of delegates. Some courses are provided on a one-to-one basis. Programmes are also run outside the UK in Dubai, mainly for the oil and gas sector. HBT is also offering in-house courses where a number of company executives wish to undertake a particular course.

3. Inspection process

The inspection was conducted by a single inspector as a half day visit. The inspector had various discussions with the proprietor and with the administrator, all of which were undertaken at the administrative offices in St Leonards. Various documentation together with the Data Collection Form was reviewed and discussed. There was excellent cooperation throughout the inspection. This inspection is for UK provision only.

4. Inspection history

Stage 2 inspection:	2 September 2009
Stage 3 inspection:	18 November 2009
Reaccreditation inspection:	22 and 23 October 2013
Interim inspection:	23 February 2016

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

HBT has been very dependent on the oil and gas industry and offers a wide range of courses, however because of the unprecedented down turn in the industry take-up of courses has manifested in fewer courses being undertaken. There has been a particularly stark reduction in the courses being undertaken in Hastings during the last twelve months. The majority of courses are now being held in Dubai with others in Malaysia. The courses are identical to those held in the UK and using similar lecturers.

There is also a move for some of the future UK courses to be held in London at hotel locations. The proprietor is mindful of the need to undertake a risk assessment of all new venues.

The inspector was also advised that HBT is considering a joint venture with a Kuwait company.

There is a further possibility that HBT might embrace distance learning as a further option.

Since the last inspection and following student feedback all students receive a memory stick with the course details; this takes the place of the rather cumbersome manuals.

2. Response to actions points in last report

2.4 Expand the quality policy to include all methods that are or could be used to assure the quality of the provision.

The office manual has been up-dated and now includes appropriate methods of quality control.

6.1 Publish a policy on participant attendance and punctuality.

Now explicitly stated in the joining documentation.

8.2 Formalise performance reviews and quality improvement action planning to ensure improvements are made.

This has been implemented.

Recommended areas for quality improvement

Formalise staff meetings so that they provide a clear record of decisions made and actions taken to improve the provision.

Ensure staff performance appraisals are carried out on a regular basis, so that performance is kept under regular review.

Systematically analyse participants' feedback to provide useful data to aid target setting.

Record training delivery observations to ensure they provide a focus on best practice in training delivery to improve participants' learning.

Include information on travelling to and staying in the UK on the website and in other relevant information.

All the points set out under the recommended areas for quality improvement have been addressed to the inspector's satisfaction.

3. Compliance with BAC accreditation requirements – spot check

3.1 Management, Staffing and Administration

	Met	Partially met	Not met	NA
The standards are judged to be	✓			
Comments HBT have streamlined their staff numbers to reflect the downturn in business, nevertheless currently the volume of work can be handled by the proprietor and the administration officer.				

3.2 Teaching, Learning and Assessment

	Met	Partially met	Not met	NA
The standards are judged to be	✓			
Comments From the paperwork seen and in particular the student feedback there is overwhelming support for the teaching with students' objectives being regularly met.				

3.3 Participant Welfare

	Met	Partially met	Not met	NA
The standards are judged to be	✓			
Comments There is little evidence appearing in the student feedback that these mature students are anything other than satisfied with the support offered by HBT in respect of their welfare. This was confirmed by the proprietor.				

3.4 Premises and Facilities

	Met	Partially met	Not met	NA
The standards are judged to be	✓			
Comments The administration offices are well cared for and adequate for the needs of HBT.				

PART C – SUMMARY OF STRENGTHS AND ACTION POINTS

Institution’s strengths

Hastings Business Training has been in business for a number of years and has built up a valuable client base, especially within the oil and gas sector and is well placed to take on repeat business.

Through good relationship development HBT is able to call on a number of highly knowledgeable and experienced personnel both from industry and academic institutions as tutor / facilitators.

HBT is able to put together a wealth of courses enabling it to cover a wide range of training needs within the oil and gas sectors as well as associated sectors.

HBT is well managed, this status being reinforced judging by the well documented student feedback.

Actions required	Priority H/M/L
None	

COMPLIANCE WITH STATUTORY REQUIREMENTS

Declaration of compliance has been signed and dated.	YES
Further comments, if applicable As a reminder, HBT must continue to risk-assess all new training venues including hotels.	