

# BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

## Short Course Provider (SCP) Reaccreditation Inspection

**ORGANISATION:** IASeminars Ltd

**ADDRESS:** 1 West Ferry Circus  
Canary Wharf  
London  
E14 4HD

**HEAD OF ORGANISATION:** Marc Gardiner

**DATE OF INSPECTION:** 17 & 18 March 2016

**ACCREDITATION STATUS AT INSPECTION:** Accredited

### DECISION ON ACCREDITATION:

- Reaccreditation awarded for the full four-year period.
- Decision on accreditation deferred.
- Accreditation to be withdrawn.

Date: 14 Apr 2016

### 1. Background to the organisation

IASeminars Ltd (originally International Accounting Seminars Ltd) was founded in 2002 by the current sole shareholder and CEO. IASeminars is a UK registered company with a wholly owned US subsidiary, IASeminars Inc. The character of the business reflects the founder's training and experience in high level financial and accountancy practice in Europe and the United States.

The area of training provision is mainly related to that of International Financial Reporting Standards (IFRS) and other international accounting standards such as United States Generally Accepted Accounting Principles (US GAAP); these are used by most US public and private corporations. Of late IASeminars has moved into other specialist and associated business training areas but with the same philosophy as a provider of continuing professional development.

This small organisation has over the years developed a worldwide reach and since 2002 has trained in excess of 18,000 financial professionals from 150 countries. Because of this IASeminars now runs courses in numerous international capitals, including Accra, Kuala Lumpur, Dubai, Toronto, New York and others as well as London.

### 2. Brief description of the current provision

IASeminars sees itself as a business to business trainer and deals primarily with public and commercial corporations that have major and diverse accounting needs both in terms of IFRS and GAAP and require periodic updating on financial reporting and associated business practices. IASeminars clients also include government bodies and some of the premier accountancy firms with many well known blue-chip names. It should be stressed that although IASeminars has a close relationship with its clients most of the participants are self selecting mainly senior officers within the organisation.

The courses are pitched at a high level and because of the continual changes in regulations there is a need for constant review and updating. To deliver such courses IASeminars has engaged an array of technical experts drawn from faculties from around the world. As well as delivering face to face courses IASeminars also offers on-line training; this area of provision has now been greatly enhanced using further specialist external expertise and is due to be rolled out shortly following a period of trialling. This major exercise was made possible by a government grant.

IASeminars has close ties with numerous professional accountancy bodies in the UK, United States and Canada. It is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education (CPE) on the National Registry of CPE sponsors. As such IASeminars can issue certificates of attendance which are generally admissible for the purpose of satisfying the CPE / CPD requirements of professional institutions worldwide. IASeminars is also an official Partner in Learning of the Institute of Chartered Accountants in England and Wales offering the ICAEW Certificate in International Financial Reporting Standards. A further partnership is with the Chartered Institute of Public Finance & Accountancy and Ernst & Young, this leading to a range of training courses on International Public Sector Accounting Standards.

As a further extension of their training IASeminars have recently established a collaborative relationship with Robert Gordon University, Aberdeen to deliver a number of new courses directed at the oil and gas sector and relating to specialist international accounting.

### 3. Inspection process

The inspection was undertaken by one inspector over one and half days. Meetings were held with the Chief Executive Officer and the principal lecturer and following the inspection with the director of operations. The four participants on the course were collectively interviewed. During the inspection the inspector sat in class and observed one session. As the course was being run in a hotel the general manager explained all the regulations, health and safety and risk assessment that are carried out periodically.

Much of the paperwork was delivered by way of 'drop-box' and in conjunction with the CEO a level of sampling albeit by electronic means was conducted.

Further discussion by telephone was undertaken with the director with responsibility for administration and human resources.

There was good co-operation throughout. This report is for UK provision only.

### 4. Inspection history:

<b>Inspection type</b>	<b>Date</b>
Full Accreditation	16 - 17 November 2011
Interim	20 May 2013
Re-accreditation	17 - 18 March 2016

## 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

1.3 IASeminars prides itself with having a first class electronic administration platform and this was amply demonstrated. The system is used by the staff and supplemented with regular meetings and Skype calls.

#### 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

2.4 The staff handbook is well documented and explicit however it is recommended that when staff sign the contract with IASeminars that a clause is inserted to ensure that the employee has read the handbook.

The IASeminars team are all home-workers who meet bi-month and use Skype and telephone communications together with 'Drop-box' - this to great affect.

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**

3.0 There is very little turnover of staff who have a high degree of flexibility by working from home. They are expected to undertake a 40 hour week with some shift working so as to deal with international inquiries.

3.3 While the paperwork is in place for staff appraisals the inspector was told this system is to be implemented during 2016.

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**

Most of the participants obtain their information from the website and cross referencing through professional bodies and associated companies, such as major accountancy practices.

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**

5.2 The participants are largely self selecting. If a participant is considered to be undertaking a course above their ability then this will be discussed by a member of the customer service team and possibly by the tutor well in advance of the course date so as to avoid any mismatch.

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**

6.1 This is stipulated but occasions do arise where a participant has to take time out because of work related business. Where participants drop out for personal reasons and do not complete the full course this is marked on their certificate of attendance after consideration by the tutor. Attendance is strictly monitored for CPE / CPD purposes.

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**

7.2 The inspector was informed that the CEO makes a point of reading all the feedback.

7.4 If there are serious area of contention within the feedback that require further investigation or there is a universal problem across all participants then the CEO will take appropriate action even to the extent of offering a refund of part or all of the course fees should the situation so demand.

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**

This comparatively small establishment has bi-monthly team reviews as well as directors meeting to ensure that standards are being maintained with action quickly taken where change is necessary. The nature of this area of financial business necessitates constant review as accounting standards across the different regimes give rise to refinements as well as major changes. Should IASeminars not keep ahead of change then its business would suffer.

## 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
- 9.2 Classes are timetabled and rooms allocated appropriately for the courses offered.  Yes  No
- 9.3 The allocation of trainers to classes provides for a consistent learning experience and delivery is monitored to ensure consistency.  Yes  No
- 9.4 There is an appropriate policy and effective procedures for the acquisition of teaching and learning resources.  Yes  No

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

#### Comments

9.2 Public courses are held in 4 star hotels at IASeminars principal venues; in the UK mainly in London.

9.3 The CEO periodically sits in on a class and as previously mentioned all participants' reviews as to the learning experience are closely monitored.

### 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

10.1 The courses are structured but participants are not assessed in a formal way; these are high-powered CPD seminars.

10.5 Participants are encouraged to stipulate areas of particular interest in advance of the course but within the subject framework: the tutor will build these sub-objectives into the learning points and possibly offer further support through specific handouts.

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**

11.3 While the inspector was informed that classroom observation is undertaken IASeminars has no formal system or paperwork currently in place. It is suggested that they adopt a more structured approach and that feedback is given to the tutor both in terms of face to face discussion and possibly in written format.

11.4 The tutors are specially selected and all come as experienced persons in their field of expertise. Where tutors deliver their own material IASeminars has systems in place to ensure that it is current. The tutors are subject matter experts in their own right.

11.5 Tutors do test understanding within reason but their role is to get all the information across in a swift, coherent and timely manner.

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**

Participants receive an electronic version of the course papers in advance of the course.



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 type="radio"/> Yes            | <input type="radio"/> No <input checked="" type="radio"/> NA |

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

Comments \_\_\_\_\_

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. | <input type="radio"/> Yes | <input type="radio"/> No | <input checked="" type="radio"/> NA |
| 15.2 | There is evidence of the extent to which the awards are accepted for the purposes of employment or further study.   | <input type="radio"/> Yes | <input type="radio"/> No | <input checked="" type="radio"/> NA |
| 15.3 | External moderators are involved in the assessment process where appropriate.   | <input type="radio"/> Yes | <input type="radio"/> No | <input checked="" type="radio"/> NA |

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

Comments \_\_\_\_\_

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 assessment 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 \_\_\_\_\_

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**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 \_\_\_\_\_

17.1 & 17.4 The participants are worldly mature professionals. Should they require help then the course tutor or the hotel management will offer support.

17.5 There is very limited reference to student behaviour in the terms and conditions seen by the students in advance of attending the course. Other than this, there is limited reference in the establishment's documentation regarding harassment, discrimination or other forms of unacceptable behaviour. This matter must be addressed so as to ensure students are aware of the ground rules and that there can be no question of ambiguity as to their conduct. There must also be a clearly defined complaints pathway.

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**

18.3 By way of the tutor and the hotel management as necessary.

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
- 19.3 Participants are advised of BAC's own complaints procedures.  Yes  No

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

**Comments**

19.2 There is a reference to complaints in the terms and conditions but it needs to be strengthened.

19.3 Currently IASeminars does not have reference to BAC's complaints policy but this is to be addressed immediately.

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**

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**

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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**

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22.1 On the occasion where an eight day course is run then participants are given information about local events. Often IASeminars will offer tours of London and arrange a farewell dinner but otherwise with short stay this does not apply.

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## 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

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Each hotel teaching venue is a separate contract.

### 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

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IASeminars uses top quality 4 star hotels. A tour of the hotel and discussion on security and health and safety issues were conducted by the senior hotel manager and found to be of a high standard.

The IASeminars staff work from their own home; these were not inspected.

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**

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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**

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26.5 Staff work from home and meet periodically as well as communicate via Skype, telephone and by Internet dropbox. As previously stated the CEO has meetings with tutors often at hotel venues.

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**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

There is a very pronounced feeling of professionalism within the organisation that is reflected in its standing within the upper echelons of the accountancy sector and related bodies.

IASeminars has a fully integrated computer management system developed for the establishment giving excellent control.

IASeminars has a very stable and experienced workforce, most of whom have been in situ for many years.

There is a high degree of communication and good management despite the rather unorthodox home working set up.

Through expeditious marketing and relationship development IASeminars has built up a worldwide reputation in this specialist accounting field.

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 training is always undertaken by specialist tutors drawn from around the world with good knowledge and pedagogic skills.

Excellent supporting material can be used as a reference point.

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

### PARTICIPANT WELFARE

#### Provider's strengths

Feedback from the participants signifies a very good relationship the IASeminars staff

Actions required	Priority H/M/L
19.3 Participants must be informed of BAC's complaints procedure.	<input type="radio"/> High <input type="radio"/> Medium <input checked="" type="radio"/> Low
19.2 The SCP must also provide a clearly defined complaints pathway for students in writing at the start of the course.	<input type="radio"/> High <input checked="" type="radio"/> Medium <input type="radio"/> Low
17.5 Although there is a reference to behaviour in the terms and conditions that participants receive prior to the start of the course, the code of conduct must be more detailed in terms of harassment, discrimination etc.	<input type="radio"/> High <input checked="" type="radio"/> Medium <input type="radio"/> Low

## PREMISES AND FACILITIES

### Provider's strengths

IASeminars always uses top quality hotels in the major cities, previously alluded to in the introduction.

Actions required	Priority H/M/L
	<input type="radio"/> High <input type="radio"/> Medium <input type="radio"/> Low

## RECOMMENDED AREAS FOR QUALITY IMPROVEMENT

It is suggested that IASeminars ensures that a risk assessment is undertaken for each new venue and logged and that careful scrutiny should be made to identify any shortcomings.

The inspector would suggest that minutes of regular meetings are recorded with special reference to actions that need to be undertaken.

The employees contract refers on several occasions to the employees handbook and as such a final clause should be added signifying that the employee has read this governing document.

The staff appraisal system should be implemented during this year - 2016.

Whilst there is a level of classroom observation this needs to be formalised and documented to allow feedback.

## COMPLIANCE WITH STATUTORY REQUIREMENTS

Insofar as health and safety is concerned this is an obligation of the hotel but is linked back to the need for compliance. Certainly the hotel in London used during the inspection appeared to be fully compliant.

As to the IASeminars company administration this is spread and conducted at the homes of the staff and health and safety issues would be largely a domestic matter. IASeminars does have a safe deposit for the retention of important paper records.