



BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

INTERIM INSPECTION (Short Course Provider)

ORGANISATION: Osborne Training Services

ADDRESS: Atley Way
North Nelson Industrial Estate
Cramlington
Northumberland
NE23 1LL

HEAD OF ORGANISATION: Patrick O'Connell (Lead Technical Trainer, based in Cramlington)
Rahul Hazra (General Manager, based in Dubai)

Accreditation status: Accredited

Date of inspection: 2 February 2016

ACCREDITATION COMMITTEE DECISION AND DATE: 14 March 2016

PART A - INTRODUCTION

1. Background to the organisation

Osborne Training Services (OTS) was established as a subsidiary of Osborne Engineering Limited (OEL) in 2007. OEL is part of the Masood Group of companies, which includes Turbine Services Ltd and Masood John Brown. OTS supports training services for these members of the Masood Group, including their customers and staff. OTS has training centres in the UK and Dubai. The OTS UK Centre (hereafter referred to as the Centre) occupies part of the ground floor of the OEL building on the Nelson industrial estate on the outskirts of Cramlington, Northumberland. The mission statement of OTS includes the provision of high-quality training courses covering most technical and management aspects of the Power Generation and Petro-Chemical industries. Presently the Centre is feeling the effects of the reduction in the oil and gas prices and therefore experiencing a slowdown in demand for its courses.

2. Brief description of the current provision

The current course provision includes both standard and bespoke training courses, ranging in length from five days to 26 weeks. UK customers include BP, RWE, CNR, Exxon Mobil, Total and Croyton Refinery. Courses have been conducted for trainees from the UK, Iraq, South Korea, Kazakhstan, Pakistan and several European countries. Training days delivered at the Centre during 2015 were for UK customers (40%) and overseas customers (60%). There are at present no international students as identified under UKBA (Home Office) guidance and the Centre does not hold a Tier 4 licence. The Centre has a local partner in Newcastle College through which it provides a single course in Power Generation and is accredited by the City and Guilds of the London Institute. It also is accredited by the Institute of Leadership and Management (ILM), offering their Level 3 award and is working with the Engineering and Construction Industry Training Board with a view to achieving their accreditation. Currently the Centre is offering IOSH (Institution of Occupational Safety and Health), NEBOSH (National Examination Board in Occupational Safety and Health), ILM (Award in Leadership and Management) and City and Guilds (Power Plant, Operations and Maintenance) courses as well as bespoke courses for the Gas, Power Generation and Petro-Chemical industries.

3. Inspection process

The inspection was undertaken by one inspector over half a day. A tour of the Centre's premises took place and time was set aside for the inspector to scrutinise documentation. Meetings were held with the Lead Technical Trainer, the most senior person on site at the Centre and the Administrator. The inspection concluded with oral feedback to the Lead Technical Trainer on the findings of the inspector. This inspection is in relation to UK short course provision only.

4. Inspection history

Full inspection: 9 and 10 December 2009

Reaccreditation inspection: 27 and 28 February 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

There have been a number of changes in personnel since the Reaccreditation inspection in January 2014. Currently, the Centre is experiencing a reduction in demand for its courses from clients due to the economic situation relating to oil and gas prices. The current situation is that the General Manager is located in Dubai and the Centre is run by the Lead Technical Trainer. There are now only three trainers, including the Lead Technical Trainer employed at the Centre. There have been no other significant changes since the last inspection and at present, no major changes are expected in the near future.

2. Response to actions points in last report

There were three recommendations contained in the Reaccreditation Report in January 2014:

A replacement Programme Manager should be appointed to relieve the workload of the General Manager.

As indicated in 1. above, the Centre has been re-organised. At the time of the Reaccreditation inspection, the General Manager was undertaking training duties in addition to his main role managing the Centre and the engineering business located in the same building. Since the reorganisation, the General Manager, located in Dubai, is engaged with his principal duties and the Lead Technical Trainer is engaged in training and running the Centre but does not have any general managerial responsibilities or duties which are unrelated to the Centre and therefore it seems reasonable to conclude that this recommendation has been acted upon.

OTS should consider teacher training for more members of teaching staff.

At the time of the Reaccreditation inspection, there were several teaching staff without formal teaching qualifications. This is no longer the case, the three teaching staff members all have formal teaching qualifications.

OTS should consider training support staff to deal with participant welfare in the absence of the appointed member of staff.

The Administrator has achieved the Level 3 award in Leadership and Management. At the time of the Reaccreditation inspection, the Centre had trainees, principally from Libya, who brought family members for periods of up to 6 weeks. In some cases, there were issues relating to welfare which needed to be addressed. Now, there are no Libyan trainees at the Centre and most trainees are at the site for a maximum of 2 weeks. It is not therefore considered necessary by the Centre to train anyone else in a welfare role at the present time.

3. Compliance with BAC accreditation

3.1 Management, Staffing and Administration

	Met	Partially met	Not met	NA
The standards are judged to be	✓			
Comments The inspector reviewed a sample of attendance registers, minutes of the weekly senior management meetings, student feedback questionnaires, student handbook and records of staff appraisal and found these all to be satisfactory. NEBOSH carried out an inspection in 2014 and identified 2 areas needing action (i) that the Administrator should formally enrol students for the NEBOSH qualification and (ii) that a weekly management meetings of tutors should take place. The BAC inspector saw evidence that both these action points have been implemented.				

3.2 Teaching, Learning and Assessment

	Met	Partially met	Not met	NA
The standards are judged to be	✓			
Comments The inspector reviewed the quality assurance documentation held by the Centre and found that the action relating to one complaint made by a candidate relating to teaching and learning had not been recorded in the weekly management meetings although there was evidence that action had been taken to resolve the matter. It is recommended that procedures are altered so that any complaints received and action taken is recorded in the weekly management meetings, including any improvements to methods or procedures as appropriate.				

3.3 Participant Welfare

	Met	Partially met	Not met	NA
The standards are judged to be	✓			
Comments The inspector interviewed the Administrator on matters relating to student welfare. Given the maturity of students and the short period that they are in attendance at the Centre, there is very limited call for the Administrator to undertake any student welfare activities or duties.				

3.4 Premises and Facilities

	Met	Partially met	Not met	NA
The standards are judged to be	✓			
Comments The inspector reviewed the toilets, fire safety equipment and fire safety log and found all these to be satisfactory.				

PART C – SUMMARY OF STRENGTHS AND ACTION POINTS

Institution’s strengths

The Centre is well equipped with an efficient Administrator and enthusiastic teaching staff. It is clean, tidy and well laid out with appropriate signage and good working space for all staff.

Actions required	Priority H/M/L
There is no requirement proposed but it is recommended that procedures are altered so that any complaints received and action taken is recorded in the weekly management meetings, including any improvements to methods or procedures as appropriate.	

COMPLIANCE WITH STATUTORY REQUIREMENTS

Declaration of compliance has been signed and dated.	YES
Further comments, if applicable	