



BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

INTERIM INSPECTION (Short Course Provider)

ORGANISATION: Public Administration International

ADDRESS: 56 Russell Square
London
WC1B 4HP

HEAD OF ORGANISATION: Ms Claire Cameron, Director

Accreditation status: Accredited

Date of inspection: 7 December 2015

ACCREDITATION COMMITTEE DECISION AND DATE: 28 January 2016

PART A - INTRODUCTION

1. Background to the organisation

Public Administration International Ltd (PAI) was launched in 1995 in central London to provide management consultancy and development services for worldwide public sector organisations. Its key objectives were to promote good governance and practice in delivering public services, providing advice and support for governments undergoing political, economic, structural and legislative change. PAI's programmes are run by qualified part-time consultants drawn from some 27 expert practitioners, and are usually attended by 8-15 delegates, with up to 20 as a maximum. The full-time management team comprises a Director, one programme manager, one administrator, an International Projects Manager and a Business Development Director; there are also two part-time financial administrators. Some 180 delegates enrolled last year on 15 to 20 open and tailored programmes.

PAI's specialist UK-based study programmes are designed for senior public service policy makers, managers, parliamentarians, judges, media representatives and people from Non Governmental Organisations (NGOs) worldwide. PAI also designs tailor-made programmes, seminars and workshops, based either in the UK or in delegates' own countries, to meet the specific needs of groups or individuals.

2. Brief description of the current provision

PAI currently offers a range of more than twenty open study programmes of one to two weeks' duration. It offers a range of briefing sessions, tutorials, discussion sessions, case studies and visits to key practitioners in central and local governments, parliament, the media, NGOs and the public sector. Areas covered by the courses include public administration reform, good governance, policy and strategy, human resource management and capacity development, public finance and economic development, legal and judicial reform, information and communications culture, heritage and tourism. Programmes have included "Doing Business: how governments promote private sector development" and "Integrity in public life". The period since the previous inspection has presented a challenge, numbers have somewhat reduced, but the provider has responded with vigour and sound organisation.

3. Inspection process

The inspection was conducted by one inspector over a half day. A meeting took place with the Director and the Programme Manager. The inspector also had a tour of the premises, and scrutinised documentation.

4. Inspection history

Full Accreditation:	28 and 29 October 2009
Interim:	6 December 2010
Spot Check:	1 March 2011
Supplementary:	27 November 2012
Reaccreditation:	10 September and 31 October 2013

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 no significant changes beyond a routine staff change and a consultancy appointment.

2. Response to actions points in last report

Progress has been made against the recommended areas of improvement:

The previous report recommended systematic self-evaluation, the involvement of all staff and action planning to effect improvements.

This recommendation was accepted. The Programme Manager provided documentation demonstrating a regular evaluative review resulting in a written record constituting an auditable action plan.

The other recommendation was that the provider maintain a written record of individual classroom observations.

PAI undertakes routine monitoring of training sessions and is exploring other ways of identifying and sharing best practice among its panel of experts.

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				

3.2 Teaching, Learning and Assessment

	Met	Partially met	Not met	NA
The standards are judged to be	✓			
Comments				

3.3 Participant Welfare

	Met	Partially met	Not met	NA
The standards are judged to be	✓			
Comments				

3.4 Premises and Facilities

	Met	Partially met	Not met	NA
The standards are judged to be	✓			
Comments The meeting rooms, administrative office and area set aside for preparing and consuming refreshments are particularly attractive and well appointed.				

PART C – SUMMARY OF STRENGTHS AND ACTION POINTS

Institution's strengths The organisation is well managed and there is effective communication among staff. Administrative support to senior management, participants and course deliverers is responsive and effective. PAI has commendable procedures for reviewing the performance of staff and for the provision of appropriate oversight and support. Courses are focused, relevant and appropriate to the needs of delegates.
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Actions required	Priority H/M/L
None	

COMPLIANCE WITH STATUTORY REQUIREMENTS

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