



BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

INTERIM INSPECTION (Short Course Provider)

ORGANISATION: ReCh Management Centre

ADDRESS: Davis House
69-77 High Street
Croydon
CR0 1QE

HEAD OF ORGANISATION: Mrs Lola Charles-Samuel

Accreditation status: Accredited

Date of inspection: 8 December 2015

ACCREDITATION COMMITTEE DECISION AND DATE: 28 January 2016

PART A - INTRODUCTION

1. Background to the organisation

ReCh Management Centre (hereinafter the organisation) was established in 2007, and is a management training centre providing short courses, typically of two weeks duration, for senior executives of public and private sector organisations. The Head of the organisation, the Business Development Manager, is also the sole shareholder. ReCh is located in Davis House, a serviced office building in the centre of Croydon owned by Croydon Council. The building is easily accessible by road and public transport and conveniently located for restaurants and shopping. A number of hotels, offering accommodation at corporate rates for ReCh's delegates, are within walking distance of the centre. The organisation has recently extended the lease on its Croydon premises to November 2019.

The organisation advertises 100 courses per annum, although not all courses are run as this is dependent on enrolment numbers. In 2015, it recorded the attendance of 72 delegates on courses in London, Trinidad and Tobago, Dubai, Tanzania and the USA (New York or Atlanta). The organisation's centre in Lagos, Nigeria maintains its own records of attendance. Group sizes range from 2-14 delegates, but the courses set in Lagos and Trinidad and Tobago are consistently larger than those held in London. Most delegates are Nigerian and Tanzanian. The venues abroad are not the subject of this accreditation.

The firm's comprehensive and accurate website allows organisations to view an 'open' course (as marketed in the organisation's brochure and website) but it also offers 'bespoke' courses to meet the specific needs of an organisation, for example, in Trinidad and Tobago the organisation trained the police force in Corruption Investment and Enquiry Techniques. After delegates are enrolled, following validation of their existing skills and qualifications (in conjunction with their employers), they are sent a guidance pack which includes suggestions for pre-reading, although this information is not routinely provided on bespoke courses. Courses in London usually include a day visit to a place of cultural interest.

2. Brief description of the current provision

During 2014-2015, the number of delegates coming to the UK for training had dropped significantly due to the transition of both the presidential and national governments in Nigeria, this meant that more courses were held in Nigeria than the UK. However, in 2016 the organisation anticipates delivering around 100 courses in its Croydon centre.

3. Inspection process

An inspector spent a morning at the Croydon centre, during which an observation was made of a training session attended by three delegates from Nigeria. The Business Development Manager also discussed the organisation's present situation with the inspector and the inspector had a short meeting with the trainer (facilitator) responsible for the course being held at the centre on inspection day.

4. Inspection history

Stage 2 inspection:	4 August 2009
Stage 3 Inspection:	24 March 2010
Supplementary inspection:	13 July 2011

Interim inspection:

13 July 2011

Short Course Provider Reaccreditation Inspection:

7 and 11 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 has not been any change of premises since the last inspection.

2. Response to actions points in last report

19.3 Delegates are referred to the BAC complaint procedure in the course handbook, the delegates are made aware of ReCh's BAC accreditation at enrolment and information is also available on the organisation's website.

Delegates receive a hard copy of the course handbook on the first day of the course, this contains information about the organisation's accreditation with BAC and its complaint procedures, further details are also given on the organisation's website. In addition, the handbook includes details of the course, with daily session objectives, detailed health and safety information, and information about the local area and the facilitator on the course, with examples of feedback given by delegates attending previous courses.

Response to recommendations in last report

ReCh now provides delegates on the bespoke courses with more information about their courses prior to the beginning of the course, allowing them to research related topics should they so wish. The handbook also contains detailed information about the organisation's health and safety procedures. In addition, at the end of each course, the Course Co-ordinator completes a checklist to ensure that all requirements of course preparation have been completed and a copy of this is maintained in the relevant course file.

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	✓			
<p>Comments</p> <p>ReCh employs five full-time members of staff in the Croydon centre; a Business Development Director; a Business Development Executive; a Cost Co-ordinator and a Research and Policy Management Executive. Facilitators are employed as and when required for the courses delivered by the organisation. All staff have clear job descriptions but they also work as a cohesive team. The organisation carries out regular staff appraisals and feedback is detailed, reflective, developmental and client focused.</p> <p>The course brochure includes information about all of the courses offered by ReCh both in London and around the world, delegates receive an in-house certification of completion for the courses they attend. The 2016 brochure mentions the organisation’s alliance with Walden University and the University of Liverpool, formerly relevant courses have been shown as a precursor to the Master level degrees offer by both universities (ReCh brochure 2012).</p> <p>Delegates receive an emailed description of their course prior to its start and this is followed by further induction material containing information about the daily schedule prior to the start of the course. The Business Development Director ensures that all visa requirements are fully met for the delegates’ six month’s visitors’ visa. Comprehensive records are maintained by the organisation with Delegate’s Registration Forms, Facilitator’s end of course reports, course booking forms, attendance sheets, and learning journals available in hard copy.</p>				

3.2 Teaching, Learning and Assessment

	Met	Partially met	Not met	NA
The standards are judged to be	✓			
<p>Comments</p> <p>Facilitators are employed on a course by course basis and have a great deal of experience in their fields. While on the premises facilitators are able to use desks in the Administration Room or in one of the Meeting/Syndicate rooms. Facilitators also have their own portal to the course content that they have uploaded for the courses they have delivered.</p>				

3.3 Participant Welfare

	Met	Partially met	Not met	NA
The standards are judged to be	✓			
<p>Comments</p> <p>The Cost-Coordinator helps the delegates with enrolment, their accommodation in the UK and course management. She is also the first point of contact for the delegates during their stay in Croydon.</p>				

Delegates stay in hotels/apartments in the centre of Croydon, most of which are within walking distance of the organisation.

Delegates and facilitators can now access content regarding their course prior to attending the course, this includes delegates' profiles (accessible to facilitators only), pre-reading and essential reading materials, case studies and further reading. This ensures that the delegates are knowledgeable about the course prior to their attendance. Course content is made available at the time it is used on the course, PowerPoint slides used in the training sessions use the organisation's template. The delegates have their own portal through which they can access the course materials, completion of different activities is encouraged and these activities are referred to in the training sessions.

Delegates also have an individualised portal which maintains the delegate's personal details and information about the facilitator for the course, course information is online and it is sent to them a week to two weeks before the course. The scheme of work is also sent prior to the start of the course so that they are aware of the daily content, course materials are not printed but are given to the delegates via e-reader so that they can access it on their own laptops/mobile devices. Facilitators can request that materials do not go live until the required time, in order that sessions can be delivered without specific answers being known by delegates.

Delegates complete a journal during their training and a course evaluation form at the end of each course, in general these are positive about their learning experiences, this feedback also contributes to the organisation's quality assurance processes. Facilitators also provide a detailed report at the end of each course. The facilitators' reports and the end of course evaluations contribute to the annual audit which is completed in December and a record is made of the findings from the documentation. Any actions, if required, are scheduled for implementation during the following year.

3.4 Premises and Facilities

	Met	Partially met	Not met	NA
The standards are judged to be	✓			
Comments				
<p>The premises consist of one large meeting room (seating 30) with a sliding partition which can be separated into two rooms, two Syndicate rooms (seating 5) which are used for 1 to 1 meetings, small study groups, private study etc. There is also an Administration room (seating 6) for use by full-time staff and facilitators. A large Reception area leads into a café/breakout area, with facilities available to make tea and coffee. Lunch is also provided here for delegates attending courses.</p> <p>There is a fire exit at either end of the organisation. Storage is available in the corridor near the fire exit at the rear of the organisation but the fire exit is kept clear at all times.</p>				

PART C – SUMMARY OF STRENGTHS AND ACTION POINTS

Institution’s strengths

ReCh is able to deliver courses which are ‘bespoke’ for both the public and private sector organisations its delegates work for, for example it now offers courses entitled Life after retirement and the Strategic Woman Leader for senior staff, both of which have been created in response to client demand.

Delegates are well informed about their course before attending, having the opportunity to see course materials and complete pre-reading beforehand, they are also introduced to the facilitator for their course and are given a brief synopsis of their training/workplace experience. Delegates are also well supported during their stay in the UK.

The facilitators on the courses are very experienced and have a great deal of expertise in their fields, they are able to adjust the course content to suit the needs of the delegates. At the time of the inspection, and in a short conversation with the inspector, confirmed that, in addition to taking the needs of the client organisation into account, the facilitator also took into account particular cultural traits, such as the hierarchical levels in Nigerian society, when planning course content. They also provide the organisation with detailed feedback on each course and this is taken into account when planning subsequent courses.

Actions required	Priority H/M/L
The provider must revise the resolution time for complaints/grievances mentioned in the course handbook. This should be reduced from 14 days to 7 days - due to the length of the majority of courses being 14 days. This would ensure that any complaints/grievances are addressed within the duration of the course on which they have arisen. The Provider must evidence they have done this to BAC by 1 April 2016	H

COMPLIANCE WITH STATUTORY REQUIREMENTS

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