

BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

Short Course Provider (SCP) Reaccreditation Inspection

ORGANISATION: Crown Agents Training and Professional Development

ADDRESS: St Nicholas House
St Nicholas Road
Sutton, Surrey
SM1 1EL

HEAD OF ORGANISATION: Mr Tim Runacre

DATE OF INSPECTION: 7-8 March 2017

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- Accreditation to be withdrawn.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: 28 April 2017

1. Background to the organisation

Crown Agents Training and Professional Development (the Provider) is an operating division of Crown Agents Limited, which was established in 1833 and is a company limited by guarantee. It is a not-for-profit organisation.

Crown Agents Ltd is an international development company, which works in partnership with governments, aid agencies, non-governmental organisations and companies in nearly one hundred countries. It has two business divisions, which are consultancy and supply chain services. The Provider sits within the consultancy division, as one of the practice areas. The Director of the Provider reports to the Director of the consultancy division.

Some of the administrative support for the Provider has been out-sourced to the business support team of the consultancy division.

2. Brief description of the current provision

The Provider's current business is the provision of Continuing Professional Development (CPD) short courses to senior corporate participants, mostly from government and multinational corporations. Courses are offered in Leadership Management and Development, Governance, Human Resources, Financial Management, Financial Services and Pensions, Public Sector Management and Economic Growth, Project Management and Evaluation, Procurement and Supply Chain, Parliamentary and Justice and Communications and Customer Service.

Training courses are normally of five or ten days' duration and most are held at the Crown Agents' office in Sutton, Surrey. However, courses are also offered in overseas venues including Ghana, Kenya, Nigeria, Singapore, Sierra Leone, Singapore, Uganda, Dubai and the United States of America. The overseas provision is not accredited by the British Accreditation Council.

Most of the awards are internal, although the Institute of Leadership and Management (ILM) recognises several of the Provider's leadership and management courses, including Becoming an Inspirational Leader, Effective Management Skills at Level 3, Executive Leadership in Action, Management Development for Executives and Creating Innovative Strategies.

Crown Agents Training and Professional Development is also recognised as an Accredited Learning Provider by the Learning and Performance Institute (LPI), which accredits its Train the Trainer courses. The Provider also offers the Effective Procurement Strategies for Senior Executives and Integrity in Procurement: Skills and Solutions courses, which are validated by the Scottish Qualification Authority (SQA) at a level comparable to a United Kingdom (UK) Higher National Diploma.

At the time of the inspection, five male participants were attending the two week Responding Strategically to Change: Managing Transitions, Leading Improvement course. The Provider currently has 82 participants enrolled on its programme of courses for 2017.

3. Inspection process

The inspection was carried out by one inspector, over two days. Meetings were held with the Director of Training and Professional Development, the Senior Operations and Customer Service Manager, the Senior Programme Manager and an Operations Co-ordinator. The inspector had sight of documentation covering all aspects of the areas inspected. In addition, the inspector observed a training session on the Responding Strategically to Change: Managing Transitions, Leading Improvement course and interviewed a group of participants on the course.

4. Inspection history:

Inspection type	Date
Stage 2	18 March 2009
Stage 3	21 May 2009
Supplementary	18 May 2010

Interim 22 February 2011

Re-accreditation 16 - 17 May 2013

Interim 22 September 2015

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

The Crown Agent Foundation has oversight of all Crown Agent activities and guides the reinvestment of profits into public goods and the business.

Management meetings are held quarterly, with action points allocated to appropriate members of staff. Action points are then reviewed at a subsequent meeting.

External self-employed staff, who are called associates, are contacted when required, on an individual basis. However, the Programme Leader is introducing a quarterly newsletter, which will keep the associates informed about changes to the provision and staff, for example, the introduction of a Director of Studies role.

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

The Provider has a detailed organisation chart, with appropriate administrative roles clearly shown.

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

Appropriate Human Resources (HR) and recruitment policies are available on the Provider's intranet. The international resourcing team verifies the qualifications of external associates. The references of internal staff are verified by the HR department.

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

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

The participants are sponsored and vouched for by their employers. The Provider also reviews each participant's role, duties, length of service and personal objectives to ensure that they meet the programme's objectives. If they do not, they are not enrolled. However, information about the level of English needed to successfully complete the course is not clearly stated on the website and in course descriptions seen by prospective participants.

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

The Course Co-ordinator contacts participants about any non-attendance. Attendance is also indicated on the certificate of course completion with the number of days, that participants have been present being shown. Attendance is generally high.

6.1 The Participants Handbook does not include an appropriate policy on attendance and punctuality.

Late arrival of participants for training sessions is not currently shown on records of attendance.

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

Feedback is taken on a daily basis, from participants, while they are on the course and an end-of-course evaluation is completed. The regional Sales Manager also contacts the participants and their organisations for further feedback after the programme of studies has finished.

7.4 Appropriate response is made to participants' feedback. There is currently no formal mechanism for reporting on the responses made to participants' feedback.

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

The departmental annual operating plan contains clear aims, which are allocated to individual members of staff with a clear time frame for completion.

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

Trainers are observed by the Senior Programme Manager. The Provider is presently introducing a strategy for formal observations, that will be actioned in response to feedback from participants.

Teaching and learning resources, from previous courses, are maintained by the Provider and these are available to external trainers.

Appropriate teaching and learning resources are acquired at the trainers' request, but there is no written policy in the Staff Handbook.

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

On-going assessment is carried out, by trainers, in the classroom sessions.

Participants are required to prepare a personal development plan at the beginning of the course and final assessment is measured against this plan and through a post course assignment.

Participants confirmed that the training they received on the course was extremely useful and thought-provoking, as it enabled them to look at different approaches to managing a workforce. They felt that their opinions were respected and encouraged by the staff.

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

During the observed lesson, the trainer involved the participants in feedback, encouraging them to contribute to the session and respond to each other's contributions. The participants who were interviewed stated that the trainers were highly experienced and well respected experts in their chosen fields.

Staff complete on-line modules on e-learning and travelling overseas, in order to maintain their skills development. Due diligence on trainers' skills and suitability is completed by the international resourcing team.

11.5 The lesson plans do not currently include information about the different learning needs of participants and do not include appropriate timings for each stage of the lesson, which would enhance the planning and delivery of the lessons.

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

Course information is provided prior to the beginning of the course. This includes copies of the handouts. Participants are provided with a tablet computer on the first day of the course and this contains copies of all of the resources.

Pre-course information for prospective participants does not include names of the specialist trainers and specific course details. Therefore, opportunities may be missed to recruit more participants.

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 checked="" type="radio"/> Yes <input type="radio"/> No <input 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 checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA |
| 13.4 | Participants are made aware of how their progress relates to their targeted level of achievement. | <input checked="" type="radio"/> Yes <input type="radio"/> No <input 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 checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA |

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

Comments

Participants have access to trainers outside class time as they remain on-site during breaks. Participants are also offered the opportunity to have one-to-one tutorials with their trainer. The trainer also monitors the participants and offers additional support, within the remit of the programme.

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

The courses lead to internal certificates. Some of the courses are validated by the SQA, the ILM and the LPI. Members of the Chartered Institute of Procurement and Supply (CIPS) can collect CPD points from attending the Provider's courses.

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

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

Comments

Internal awards are tailored to meet the requirements of participants' needs through enhancing their employability skills, within their present roles.

16. **There are satisfactory procedures for the administration of examinations and other means of assessment**

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|------|--|---------------------------|--------------------------|--------------------------|
| 16.1 | The provider complies with the requirements of the relevant awarding bodies in terms of examination security and administration where appropriate. | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> 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. | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> NA |

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

Comments

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. | <input checked="" type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> NA |
| 17.2 | Participants receive appropriate advice before the start of the programme. | <input checked="" type="radio"/> Yes | <input type="radio"/> No | |
| 17.3 | Participants receive an appropriate induction and relevant information at the start of the programme. | <input checked="" type="radio"/> Yes | <input type="radio"/> No | |
| 17.4 | Participants are issued with a contact number for out-of-hours and emergency support. | <input checked="" type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> NA |
| 17.5 | The provider has policies in place to avoid discrimination and a published procedure for dealing with any abusive behaviour. | <input checked="" type="radio"/> Yes | <input type="radio"/> No | |

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

Comments

The Senior Operations and Customer Service Manager is the main welfare liaison point for the participants. This manager also provides out of hours support. The participants' feedback was very positive about the support they receive from the Provider.

There is a clear Code of Behaviour Policy, which is discussed with the participants during induction.

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

Participants are generally senior managers in governmental and public sector organisations. Most have visited the UK previously. The Provider gives clear advice on travel and accommodation in the induction pack. Further information is available while the course is in progress. Participants are provided with a visa application support letter on registration.

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

Fair and clear terms and conditions are clearly stated on the application form and associated documentation.

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

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

During the course, the participants undertake course specific excursions to the Land Registry and National Health Service Guy's and Saint Thomas's Foundation Trust. One of these visits will also be combined with a cultural visit to either the London Eye, the Houses of Parliament, the Tower of London or a sightseeing tour of the city.

Lunch is provided on-site during the course and this provides participants with the opportunity to socialise.

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

Crown Agents owns the premises.

The Provider is presently exploring a relocation to central London. It is possible that this will take place later in 2017.

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

The premises are maintained to a high standard. Access to the building is via the Crown Agents' main reception desk, where all visitors are required to sign in and obtain an electronic pass to open entrance doors on each floor.

24.4 Delegates are with the trainer during the time they are in the premises. As result, their health and safety can be adequately secured. However, general guidance on health and safety and emergency information for example, the identity of first-aiders and location of fire exits, is not currently made available to all participants in the Participant's Handbook.

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

Training rooms are adequately sized and well maintained. All are equipped with computers, screens and data projectors. Flip charts are also provided.

There is a meeting area, which acts as a central location for participants in the middle of the training rooms. This area contains six computers with internet access. There is a computer room with 14 computers accessible to both participants and trainers.

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

The meeting area is also used as a dining area, where lunch is provided for participants. The Provider employs an external caterer. The caterer provides meals suited to the participants' preferences, for example Nigerian dishes. A second small room is provided for participants to have breaks and where coffee and a range of snacks are available throughout the day.

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

Crown Agents is an established brand with a long history of providing high quality training.

The Provider's management team is well structured and effective, with a wide range of experience.

The Provider maintains a close relationship with its partner organisations and many participants return for further training.

The Provider is well respected by the participants and they are happy to recommend its training courses to their colleagues.

Actions required	Priority H/M/L
6.1 An appropriate policy on attendance and punctuality must be included in the Participant's Handbook.	<input type="radio"/> High <input checked="" type="radio"/> Medium <input type="radio"/> Low
7.4 A page must be created on the website to report on the Provider's responses to participants' feedback.	<input type="radio"/> High <input type="radio"/> Medium <input checked="" type="radio"/> Low

TEACHING, LEARNING AND ASSESSMENT

Provider's strengths

Trainers are highly experienced and are well respected in their specialist chosen fields.

The courses offered are relevant to the occupations of the enrolled participants.

Actions required	Priority H/M/L
11.5 The lesson plan must include information about the different learning needs of participants as well as appropriate timings for each stage of the lesson.	<input type="radio"/> High <input checked="" type="radio"/> Medium <input type="radio"/> Low

PARTICIPANT WELFARE

Provider's strengths

The Provider is responsive to the needs of its participants, providing them with out-of-hours support if required.

The participants appreciate the rapport that the staff build with them, finding them approachable and professional.

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

PREMISES AND FACILITIES

Provider's strengths

The facilities are maintained to a high standard.

Actions required	Priority H/M/L
24.4 General guidance on health and safety and emergency information, for example, first-aiders and fire exits, must be made available to all participants in the Participants' Handbook, which could be added to the tablet computer participants are given at induction.	<input type="radio"/> High <input checked="" type="radio"/> Medium <input type="radio"/> Low

RECOMMENDED AREAS FOR QUALITY IMPROVEMENT

It is recommended that clear information about the level of English needed to successfully complete the course should be clearly stated on the website and in course descriptions seen by prospective participants.

It is recommended that records of attendance should show when participants are late arriving for training sessions.

It is recommended than an appropriate policy for the acquisition of teaching and learning resources should be added to the Staff Handbook.

It is recommended that the Provider considers sending the previous course scheme of work to prospective participants with details of the specialist trainers, which may attract more participants.

COMPLIANCE WITH STATUTORY REQUIREMENTS