



BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

SUPPLEMENTARY INSPECTION FOLLOWING A DEFERRAL

INSTITUTION: International School of Aerospace NDT

ADDRESS: Unit 9
Hurricane Way
Norwich Airport
Norwich
NR6 6EZ

HEAD OF INSTITUTION: Mr Simon Wright

TYPE OF ACCREDITATION: Short Course Provider

ACCREDITATION STATUS: Accredited

DATE OF INSPECTION: 4 May 2017

ACCREDITATION COMMITTEE DECISION ON ACCREDITATION AND DATE: Accredited 25 May 2017

PART A - INTRODUCTION

1. Background to the institution (taken from the previous report)

The International School of Aerospace NDT Ltd (ISA) was founded in 1995 to train people in the aerospace industry about the theory and practice of non-destructive testing (NDT). Training began in 1996 for United Kingdom (UK) and overseas participants. In May 2016, there was a change of ownership.

ISA is a small private company limited by shares. The majority shareholder is now Morgan Ward Ltd, a larger provider of NDT in the aerospace industry. The Managing Director of Morgan Ward Ltd is also the ISA's Managing Director. The other two shareholders both work for ISA as the School Manager and the Chief Instructor. The School Manager is responsible for the day-to-day operation of ISA while the Chief Instructor is responsible for programme delivery. These posts are supported by an administrator, who also has responsibility for the reception area. Other duties are shared and identified in the quality manual.

Based at Norwich airport, the premises include a practical workshop, X-ray room, dark room, theory teaching room, practical test teaching room, photocopying room, secure examination materials storeroom, participant relaxation room, kitchen and offices.

While the same range of programmes continue to be offered as previously, the new owners have provided the investment to acquire vital new NDT equipment and introduce a new quality management system to meet awarding body and other requirements. ISA also aims to refurbish the premises and facilities as part of their improvement plan. These works are expected to be completed by July 2017.

In addition, ISA aims to increase participant numbers for all the programmes offered and intends that more programmes will be delivered off-site at the premises of clients. This should provide savings for clients on the transport and accommodation costs associated with studying in the UK. ISA was awaiting confirmation for six off-site sessions at the time of the inspection, including two in Scotland. ISA also plans to expand its consultancy role to provide NDT advice and support to new and existing clients. While these areas for development have been established, actual targets to be achieved are currently being identified.

2. Brief description of the current provision (taken from the previous report)

ISA offers seven NDT programmes that are scheduled up to six times a year for delivery in Norwich. A further six programmes may be offered on an occasional or bespoke basis. While aimed principally at professionals in the aerospace industry, other participants also attend where NDT is required.

The seven main NDT programmes offered at Levels one, two and three are eddy current, magnetic particle, penetrant, radiographic, thermographic, ultrasonic and ultrasonic phased array inspections. Aircraft wheel inspection, bondmaster operation, radiographic film interpretation, management appreciation of NDT, overview of NDT, and recertification examination programmes are also offered up to level 2. All programmes are between two days and ten days in length.

There were four male participants on the eddy current inspection programme. They were from the UK and Ukraine. A total of 29 participants were enrolled on all programmes, at the time of the inspection. In addition to the UK and Ukraine, participants have been recruited from Indonesia, Jordan, Nigeria, Qatar, Saudi Arabia, Turkey and Uzbekistan. The large majority of delegates are male and all are aged over 18 years.

The large majority of programmes are led by the Chief Instructor. These are delivered through formal lectures using slides, laptops, text books and study guides, or practical sessions using the testing equipment and associated resources.

3. Inspection process

The inspection consisted of a desk-based review of the additional evidence supplied by the Provider.

4. Inspection history

Full inspection:	7 - 8 April 2009
Interim inspection:	9 June 2010
Spot check inspection:	5 April 2011
Re-accreditation inspection:	12 - 13 June 2013
Interim inspection:	21 May 2015
Re-accreditation inspection:	12 - 13 January 2017

5. Background to supplementary inspection

ISA was subject to a re-accreditation inspection in January 2017. The inspection report contained a number of medium priority action points. Whilst the Accreditation Committee agreed that accreditation could be extended, the Committee decided that formal re-accreditation should not take place until two of the action points, relating to monitoring participants' attendance, had been addressed. It proposed that a supplementary inspection be carried out once the additional evidence had been made available.

PART B – JUDGMENTS AND EVIDENCE

The following judgments and comments are based upon the additional evidence provided by the institution and seen by the inspector:

1. Response to high priority action points in the previous report, including areas still to be addressed:

There were no high priority action points in the previous report.

2. Response to medium priority action points in the previous report, including areas still to be addressed:

6.1 The provider must publish a policy on attendance and punctuality so the requirements are made explicit to participants.

A clear policy on attendance and punctuality has been published. The policy is sent to participants as part of their joining instructions and is displayed on the entrance noticeboard. Therefore, participants are made aware of the requirements regarding attendance.

6.2 A register must also be completed for the afternoon session.

An appropriate register is now taken for the afternoon session.

3. Response to low priority action points in the previous report, including areas still to be addressed:

No response is required, at this stage, to the low priority action point in the previous report.

4. Response to recommended areas for improvement in the previous report:

No response is required, at this stage, to the recommended areas for improvement in the previous report.

PART C – CONCLUSION, INCLUDING ANY ACTIONS OR RECOMMENDATIONS ARISING FROM THIS INSPECTION OR STILL REQUIRING ATTENTION FROM THE PREVIOUS INSPECTION

ACTIONS STILL REQUIRED FROM PREVIOUS INSPECTION	Priority H/M/L
7.1 Feedback must also be collected from other stakeholders such as the employers in order that a wider range of opinion about the provision can be identified.	L
11.3 Classroom appraisal observations must be completed. Success criteria for the appraisal observations must also be identified and shared with those involved in the process.	M
18.1 The provider must ensure international participants receive advice in advance that prepares them more fully for their stay in the UK.	M

ACTIONS REQUIRED FROM THIS INSPECTION	Priority H/M/L
None	

RECOMMENDED AREAS FOR IMPROVEMENT
The provider should ensure that all relevant quality manual and work instruction information is adapted and tailored to develop more personalised job descriptions as the organisation evolves.
The provider should routinely review the content of the website and other publicity material to ensure it is always complete and that there are no discrepancies.
The provider should consider introducing a publishing policy to ensure all material is scrutinised and approved in order to eliminate errors before publication.
The provider should consider how feedback data can be statistically analysed and presented to identify more clearly, for example, strengths and areas for improvement in the different services and programmes provided.
Curriculum plans should be reviewed at least annually to ensure they remain compliant with any changing requirements from the awarding body or industry. This process should be recorded.
The provider should consider how the questioning techniques used by trainers in classes should be developed further.
Participants would benefit from a greater range and depth of local information being made available.
The complaints procedure would benefit from being reviewed to identify the stages more clearly.
ISA should ensure a lease is signed and that premises are secured to avoid any disruption to programme delivery.
The provider should consider ensuring access to the premises is routinely restricted when the administrator is not present.
The provider would benefit from having a company sign at the front edge of the forecourt to enable visitors to identify the premises more easily.