

BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

Short Course Provider (SCP) Reaccreditation Inspection

ORGANISATION: JARE Airline Training Partnership Limited

ADDRESS: The B737 Aviation & Training Centre
307NE Commercial Road
Bournemouth Airport
Christchurch
Dorset
BH23 6NW

HEAD OF ORGANISATION: Mr Andrew Easton

DATE OF INSPECTION: 13-14 June 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- Accreditation to be withdrawn.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: 27 July 2017

1. Background to the organisation

JARE Airline Training Partnership (JARE/the Provider) was originally established in 1990 by its Founding Director, as the Airline Recruitment and Training Company. The aim of the organisation was to provide training for airline cabin crews and airline customer service agents. It operated from four centres in London and the Midlands. It employed 20 staff and developed over 20 different aviation awards for the airline industry. Following changes in government funding, a smaller training provision succeeded the original company and was named after the initials of its two directors.

In 2012, JARE moved to a new training centre at Bournemouth International Airport. It is a private limited company and its shareholders are the company's Founding Director and the Chief Executive, who are also its sole employees. Its aim remains to provide learners with relevant, realistic and work-related practical and theoretical experience as preparation for gaining employment in the aviation industry.

JARE is on the Skills Funding Agency (SFA) Register of Approved Training Organisations. Its application for BAC accreditation was motivated by its intention to expand its training provision by offering short full-time courses to overseas students leading to Level 2 NCFE qualifications for air cabin crew and airport ground staff operations. However, although the company has established promising links with educational providers in India, China and elsewhere, the anticipated bookings from overseas have not yet materialised.

As well as providing airline and airport training, JARE's other activity, which is not part of this accreditation but is significant to the business, is the construction and supply of mock-up interactive aircraft interiors and check-in facilities to colleges, universities and other training establishments in the United Kingdom (UK) and overseas.

In March 2017, JARE moved from its previous leased premises at Bournemouth International Airport to new office and training facilities nearby. These newly refurbished premises have been tailored to the Provider's requirements. As well as training space and construction facilities on the ground, they include JARE's own Boeing 737 training aircraft. The premises are held on a three-year lease.

2. Brief description of the current provision

JARE provides specialist initial airline cabin crew and customer service staff training. Its core half-day or one-day courses give participants a general introduction to those industry roles as well as the experience and confidence to perform well at future job interviews.

Although a small number of participants book directly, the vast majority of participants are British sixth-form and further education college students. They are aged from 17 to 20 and typically following Level 3 courses in Travel and Tourism or Uniformed Public Services at other institutions. They attend courses in groups and are accompanied by teaching staff from their institutions, who are responsible for their supervision. Examples of courses taken by participants, who book directly, include Air Cabin Crew, Emergency First Aid at Work and Airline Customer Service Agent courses

Written and photographic evidence from their activities at JARE contribute to their final assessed course portfolios.

3. Inspection process

The inspection was carried out over one and a half days by one inspector. Meetings were held with the Founding Director and the Chief Executive. The inspector scrutinised a range of documentation and was shown around the new premises. An airline Practical Activity Day was observed. The day centered on Handling a Major Incident on an airliner, including evacuation and self-defence training relevant to an attempted hijacking. The inspector also observed the post-activity discussions and feedback. Discussions were held with the participants' college tutors and the self-defence instructors. The directors of JARE were helpful and co-operative throughout the inspection and provided the inspector with all the documents and information required.

4. Inspection history:

Inspection type	Date
Full Accreditation	27-28 November 2012
Interim	25 November 2013

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 management structure is clear and well understood.

The two directors work closely together and are very experienced and suitably qualified.

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 two directors fully understand their own and each other's responsibilities. If one is absent, the other is able to provide appropriate cover.

The Provider subscribes to the quality management system ISO 9001:2008 of the Lloyds Register Quality System (LRQA), which is in place and up-to-date. The documentation required to comply with the annual ISO audits is well-organised and comprehensive.

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

Apart from the two salaried directors, JARE has not employed any staff since 2002. However, JARE would engage appropriate expert help as required. It already engages individuals or firms, on a consultancy basis, to provide expert help and support for example an accountancy firm, a freelance quality manager for its management systems, a technical manager for the construction of its aviation business mock-ups and an internet specialist for web design and technical support.

The directors' qualifications and experience are well documented and appropriate staff files are well maintained.

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

Publicity information is provided through the website. It is accurate and raises realistic expectations about JARE's current course provision. However, there are a small number of typographical errors in the text. The photographic content relating to course participants and the training centre's facilities is authentic. Course descriptions are accurate.

The information on the website, which states that JARE regularly provides aviation experience sessions to schools, colleges and universities, is out of date. Although JARE regularly provides sessions to schools and colleges, it has not provided them to a university in recent years.

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
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- 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
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- 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

Proof of a minimum level of English for overseas students is specified as a requirement in the terms and conditions. However, this information is not currently included in the overseas student application form.

All participants have to complete a health assessment questionnaire, to ensure their suitability.

6. **There is an appropriate policy on participant attendance and effective procedures and systems to enforce it**
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- 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

Most participants attend for full or half-day sessions. The schools or colleges provide a list of their groups of participants in advance, which is updated on the day so that their attendance can be monitored effectively.

Participants sign a register of attendance at the start of the session and any absences are appropriately followed up.

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

All participants are asked to complete a feedback form at the end of the programme, which is collected before the end of the session. The completed forms show a very high level of participant satisfaction. Schools and colleges sponsoring groups also provide feedback. As a result, the organisation is aware of what it does well and what it can improve.

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 organisation has effective systems to monitor its own performance. There are annual management review meetings, which are minuted and which involve the two directors and the consultant Quality Manager. These report on the previous period, identify successes and challenges and note any required action.

In addition, there are annual surveillance visits from LRQA for its ISO 9001:2008 award and internal audit reports on participants' feedback.

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. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 9.2 | Classes are timetabled and rooms allocated appropriately for the courses offered. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 9.3 | The allocation of trainers to classes provides for a consistent learning experience and delivery is monitored to ensure consistency. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 9.4 | There is an appropriate policy and effective procedures for the acquisition of teaching and learning resources. | <input checked="" type="radio"/> Yes <input type="radio"/> No |

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

Comments

The directors, both of whom are appropriately qualified in teaching and training and very experienced in the industry, conduct the training sessions. Where appropriate, they engage external trainers to deliver particular specialist components, for instance on self-defence.

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. | <input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA |
| 10.2 | Lessons and assessments maintain an appropriate focus on any assessment objectives or statement of learning outcomes established by the awarding body. | <input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA |
| 10.3 | Formative assessments appropriately reflect the nature and standards of summative examinations. | <input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> NA |
| 10.4 | Participants are encouraged and enabled to develop independent learning skills. | <input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA |
| 10.5 | The academic backgrounds and particular needs of participants are taken into account in the classroom delivery of the course. | <input checked="" type="radio"/> Yes <input type="radio"/> No |

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

Comments

All participants receive a certificate of course completion, which lists the content of the sessions. College students also receive appropriate materials to include in their course portfolios. Therefore, the participants are well prepared for their next move to further study or suitable employment.

Pre-session work sheets and tasks are sent to the colleges and to the students, who enrol directly, in advance of their courses so that they can prepare and develop as independent learners.

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

The directors are appropriately qualified in teaching and education. They are also qualified first aid trainers. External trainers are appropriately qualified and experienced.

The directors plan and deliver the courses together. They observe each others' and any external trainers' work and provide suggestions for improvement through appropriate post-session feedback meetings.

The directors attach significant importance to participants' engagement in and satisfaction with the organisation's training sessions. This system of quality management is appropriate and effective for the type of training, which is provided.

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

The training centre and its aircraft are equipped to a very high standard, with impressive resources and materials.

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

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

Comments

Those participants undertaking short courses receive informal feedback from the trainers and also from their own accompanying teaching staff.

For the proposed full-time NCFE Level 2 certificated awards for overseas participants, all units will be internally assessed through participants' portfolios of evidence that cover the relevant assessment criteria. These will be internally assessed and moderated and externally moderated. The unit specifications and the processes of assessment and moderation have been documented in detail. These courses have not yet been run.

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

A course leading to a Level 2 Emergency First Aid at Work award by FAA/NUCO was run for seven participants in the week following the inspection. The Founding Director reported that all the participants had successfully completed the course, passing their written and practical assessments.

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

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

Comments

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

- 16.1 The provider complies with the requirements of the relevant awarding bodies in terms of examination security and administration where appropriate. Yes No 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. Yes No 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. Yes No NA
- 17.2 Participants receive appropriate advice before the start of the programme. Yes No
- 17.3 Participants receive an appropriate induction and relevant information at the start of the programme. Yes No
- 17.4 Participants are issued with a contact number for out-of-hours and emergency support. Yes No NA
- 17.5 The provider has policies in place to avoid discrimination and a published procedure for dealing with any abusive behaviour. Yes No
- 17.6 Effective safeguarding arrangements are in place and are regularly reviewed to keep all participants safe. Yes No NA
- 17.7 Effective arrangements are in place to protect participants from the risks associated with radicalisation and extremism. Yes No

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

Comments _____

The Chief Executive is responsible for participants' welfare and carries out this function effectively.

The minimum age for students, who enrol directly, is 18 and 19 for overseas students. School and college groups, which may include those under the age of 18, are always accompanied by their institutions' teaching staff. Safeguarding arrangements for these students are appropriate.

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. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 18.2 | International participants receive an appropriate induction upon arrival covering issues specific to the local area. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 18.3 | Information and advice specific to international participants continues to be available throughout the course of study. | <input checked="" type="radio"/> Yes <input type="radio"/> 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. | <input checked="" type="radio"/> Yes <input type="radio"/> No |

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

Comments

The Chief Executive is responsible for international participants' induction and welfare.

A very detailed overseas student handbook has been produced. However, this document is not very user-friendly due to its length and lack of page numbers.

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. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 19.2 | Participants have access to a fair complaints procedure of which they are informed in writing at the start of the course. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 19.3 | Participants are advised of BAC's own complaints procedures. | <input checked="" type="radio"/> Yes <input type="radio"/> No |

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

Comments

Participants are advised of BAC's complaints procedure in the terms and conditions. BAC's complaints procedure is not included in the overseas student handbook.

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. | <input type="radio"/> Yes <input type="radio"/> No |
| 20.2 | Any residential accommodation is open to inspection by the appropriate authorities, including Ofsted where participants under 18 are accommodated. | <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> 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. | <input type="radio"/> Yes <input type="radio"/> No |
| 20.4 | A level of supervision is provided appropriate to the needs of participants. | <input type="radio"/> Yes <input type="radio"/> No |
| 20.5 | Separate accommodation blocks are provided for participants under 18. | <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

No residential accommodation is currently offered.

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 _____

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

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 organisation's new premises are well decorated and furnished to a high standard. They provide an appropriate professional environment for participants and staff.

Safety equipment on the ground and in the training aircraft is up-to-date. There are appropriate and up-to-date risk assessments and the training aircraft is secure.

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

The main teaching room is set up with tables and chairs to accommodate up to 40 participants and has a data-projector, which is linked to a computer and a large whiteboard.

The reception area is furnished with 30 aircraft seats. The Boeing 737 training aircraft has seating for three on the flight deck, four cabin crew and 102 passengers. It provides an excellent teaching facility.

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

Private study does not form a part of current course provision. However, there is a small collection of relevant books and magazines provided for participants.

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

The directors are very experienced and appropriately qualified to provide the courses the organisation offers. As a result the courses are well planned and effectively organised to meet the needs of individual participants and their sponsors.

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

TEACHING, LEARNING AND ASSESSMENT

Provider's strengths

Both directors are qualified teachers.

All the teaching observed was well focused, varied and delivered at a good pace with the result that all the participants were engaged and clearly enjoying the activities.

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

PARTICIPANT WELFARE

Provider's strengths

The Chief Executive, who is responsible for participant welfare, has had many years of experience in this role and is effective in carrying it out.

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

JARE provides excellent teaching and learning facilities to support the its practical aviation courses.

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

RECOMMENDED AREAS FOR QUALITY IMPROVEMENT

It is recommended that the small number of typographical errors in the website publicity be eliminated.

The mention on the website to the effect that JARE regularly provides aviation experience sessions to universities is out-of-date and should be revised so that the information is up-to-date.

Proof of a minimum level of English should be specified as a requirement in the overseas student application form.

It is recommended that, to make it more user-friendly, the overseas students' handbook be shortened and an index with page-numbers be added.

The organisation should consider including reference to BAC's complaints procedure in the overseas student handbook.

COMPLIANCE WITH STATUTORY REQUIREMENTS