

# BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

## College Reaccreditation Inspection

**INSTITUTION:** OLC (Europe)

**ADDRESS:** 66 Castle Street  
Bolton  
BL2 1AE

**HEAD OF INSTITUTION:** Dr Chris Bamber

**DATE OF INSPECTION:** 11-12 July 2017

**ACCREDITATION STATUS AT INSPECTION:** Accredited

### DECISION ON ACCREDITATION:

- Reaccreditation to be awarded for the full four-year period.
- Decision on accreditation deferred.
- Accreditation to be withdrawn.

Date: 25 August 2017

## PART A - INTRODUCTION

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### 1. Background to the institution

OLC (Europe) Limited (OLC/the College) was established in 1998 and became a limited company in 2002. In 2006, EETTEC Limited was established by OLC as a separate company. EETTEC provided engineering courses for Libyan customers, which ran in parallel with the management courses already being delivered by OLC. Subsequently, EETTEC has been incorporated into the OLC company framework.

OLC established its premises in Bolton in 1998. Since then, further premises have been established in Manchester and London. The main administration offices are based in Bolton. Training takes place in all three locations.

The senior leaders of OLC are a managing director, a director of academic affairs and an operations director. An academic manager, an operations manager, a sales manager and a campus manager in London support the directors.

The engineering courses are not currently being taught and the current curriculum is focused on business and finance.

The full-time Higher National Diploma and Certificate (HND and HNC) courses are provided through a partnership collaboration agreement with the University Centre, Colchester.

### 2. Brief description of the current provision

The College delivers full-time HND and HNC business courses, which are accredited by Pearsons. All the HND and HNC students are enrolled with the University Centre, Colchester. In addition, the College has part-time students, most of whom are studying for qualifications in strategic management and leadership. A minority are undertaking Chartered Institute of Credit Management (CICM) qualifications.

All the students are over the age of 18. At the time of the inspection, 91 students were studying full-time business HND and HNC courses. Forty-six students were studying part-time on strategic management and leadership courses and four were enrolled on CICM programmes.

All students are UK residents although the vast majority are from ethnic minorities. In Manchester and Bolton many students have a south Asian heritage while, in London, the majority of the students are African.

### 3. Inspection process

The inspection was carried out by one inspector over two days. One day was spent in Bolton and one day in London. The inspection included scrutinising documentation and meetings with students from the courses, the teachers, administrators and the manager. A tour took place of the training venues in London and Bolton as well as the office space. Observations of teaching and learning were also carried out. All the staff cooperated very well with the inspection and the information required was clearly presented.

### 4. Inspection history:

Inspection type	Date
Stage 2	22 July 2009
Stage 3	22 December 2009
Interim	16 August 2011
Supplementary	9 October 2012
Re-accreditation	15-16 October 2013
Supplementary	6 February 2014
Interim	13 November 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 institution.

### INSPECTION AREA - MANAGEMENT, STAFFING AND ADMINISTRATION

#### 1. The institution 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 institution 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.  | <input checked="" type="radio"/> Yes <input type="radio"/> No |

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

#### Comments

OLC is well managed. The managers are experienced and very well qualified. They carry out their management responsibilities effectively.

#### 2. The administration of the institution 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 institution. | <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 institution.        | <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 |

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

#### Comments

The administration team ensures the efficient day-to-day running of the centres.

Effective systems are in place to co-ordinate activities across the three campuses. These include data collection and the effective co-ordination of the marking of students' work.

3. **The institution 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 policies and procedures are in place for the recruitment and employment of staff.

Annual appraisal reviews are undertaken that are evaluative and supportive.

4. **Publicity material, both printed and electronic, gives a comprehensive, up-to-date and accurate description of the institution and its curriculum**

- 4.1 Text and images provide an accurate depiction of the institution'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**

A professional and informative website provides potential students with a clear and accurate description of the courses available.

5. **The institution takes reasonable care to recruit and enrol suitable students for its courses**

- 5.1 Entry requirements for each course are set at an appropriate level and clearly stated in the course descriptions seen by prospective students.  Yes  No
- 5.2 A formal application process ensures that students meet the entry requirements and any claimed qualifications are verified.  Yes  No
- 5.3 Students are properly briefed on the nature and requirements of the courses for which they apply, and all application enquiries responded to promptly and appropriately.  Yes  No
- 5.4 Any overseas recruitment agents are properly selected, briefed, monitored and evaluated.  Yes  No  NA
- 5.5 Students receive a proper initial assessment which includes language ability to confirm their capability to complete the courses on which they are enrolling.  Yes  No

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

**Comments**

OLC recruits students in line with clear entry requirements and a formal application process.

The application process is effectively combined with appropriate initial assessments of students on entry to the courses. This process ensures that applicants are suitable for their courses.

6. **There is an appropriate policy on student attendance and effective procedures and systems to enforce it**
- 6.1 There is a clear and published policy on student attendance and punctuality, requiring that they attend at least 80% of their scheduled classes.  Yes  No  NA
- 6.2 Accurate and secure records of attendance and punctuality at each session are kept for all students, collated centrally and reviewed at least weekly.  Yes  No  NA
- 6.3 Student absences are followed up promptly and appropriate action taken.  Yes  No  NA

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

#### Comments

Students are expected to achieve an attendance rate of at least 90 per cent.

Effective systems are in place to capture attendance such as biometric hand scanning.

Patterns of attendance are monitored. Staff respond promptly to non-attendance through the use of telephone calls and text messages.

7. **The institution regularly obtains and records feedback from students and other stakeholders and takes appropriate action where necessary**
- 7.1 The institution has effective mechanisms for obtaining feedback from students and other stakeholders (such as staff, partner institutions and employers) on all aspects of the institution's provision, including formal student 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 institution's response to the feedback to the student body.  Yes  No

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

#### Comments

OLC has effective methods for obtaining and recording student feedback. Questionnaires are completed each term for each unit.

The results are analysed and the outcomes are reviewed at the academic board meetings.

Student representatives attend regular meetings so that they can express the views of the student body to the management and report back to the students on actions taken as a result of the feedback.

8. **The institution 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 institution's performance.  Yes  No
- 8.2 Reports are compiled at least annually which present the results of the institution's reviews and incorporate action plans. Reports include analysis of year-on-year results on student satisfaction, retention, achievement, examination results and completion rates.  Yes  No
- 8.3 Action plans are implemented and regularly reviewed, with outcomes reported to the management.  Yes  No

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

**Comments**

OLC has effective methods to review its performance. These include unit assessment boards, which take place each term, and teaching and learning review meetings, where staff reflect on the performance and progress made in the teaching of each unit. The reports from these meetings lead to recommendations for improvement.

OLC is subject to annual Quality Assurance Agency (QAA) reviews, which result in appropriate action plans.

**INSPECTION AREA - TEACHING, LEARNING AND ASSESSMENT**

9. **Academic management is effective**

- 9.1 There is a suitably qualified and experienced academic manager or academic management team with responsibility for teaching, learning and assessment.  Yes  No
- 9.2 Classes are timetabled and rooms allocated appropriately for the courses offered.  Yes  No
- 9.3 The allocation of teachers to classes provides for a consistent learning experience.  Yes  No
- 9.4 There is an appropriate policy and effective procedures for the acquisition of academic resources.  Yes  No

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

**Comments**

The academic managers are very well qualified and very experienced in managing HND programmes.

Students benefit from academic resources supplied by University Centre Colchester. These include access to their Virtual Learning Environment (VLE).

10. **The courses are planned and delivered in ways that enable students to succeed**

- 10.1 Courses are designed and delivered in ways that allow students to develop the knowledge and skills which will be required for final examinations or assessments.  Yes  No
- 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
- 10.3 Formative assessments appropriately reflect the nature and standards of summative examinations.  Yes  No
- 10.4 Students are encouraged and enabled to develop independent learning skills.  Yes  No
- 10.5 Full-time courses requiring students to attend for 15 hours or more per week are time tabled over at least three days.  Yes  No
- 10.6 Any required coursework and revision periods are scheduled in advance.  Yes  No
- 10.7 The academic backgrounds and particular needs of students 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**

Courses are planned well to meet the needs of students and to ensure that they are well prepared to meet the assessment criteria of the awarding bodies. Students report that they are well prepared for their examinations.

Teachers are sensitive to the backgrounds and needs of their students.

11. **Teachers are suitable for the courses to which they are allocated and effective in delivering them**

- 11.1 Teachers are appropriately qualified and experienced.  Yes  No
- 11.2 Teachers 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 teaching staff incorporate regular classroom observation.  Yes  No
- 11.4 Teachers are supported in their continuing professional development and enabled to develop further pedagogic techniques to enhance the learning of students.  Yes  No
- 11.5 Teachers respond to different learning needs of students where appropriate, taking various learning styles into account in their planning and delivery of lessons.  Yes  No
- 11.6 Teachers employ effective strategies to involve all students 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**

Teachers are very well qualified and are effective communicators.

Regular observations of teaching and learning are undertaken which are evaluative and supportive.

Teaching staff are supported to undertake on-going professional development.

Teachers make good use of questioning in lessons to check and extend students' understanding.

12. **The institution provides students and teachers with access to appropriate resources and materials for study**

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

**Comments**

Small libraries and open access Information Technology (IT) laboratories are available on each campus. These provide good sources of materials for study.

13. **Students receive appropriate assessment and feedback on their performance and progress, which are effectively monitored**

13.1 Courses are planned to include a schedule of assessments, the procedures and criteria for which are available in writing and in advance to students and teachers.  Yes  No

13.2 Assessment outcomes are monitored to enable the identification of students who are not making satisfactory progress and prompt intervention where appropriate.  Yes  No

13.3 Students are made aware of how their progress relates to their targeted level of achievement.  Yes  No

13.4 The institution takes appropriate steps to identify and discourage cheating and other misdemeanours, and to penalise offenders.  Yes  No

13.5 Additional support or advice on alternative courses is provided to students who are judged not to be making sufficient progress to succeed.  Yes  No

13.6 Oral and written feedback is given to individual students on a regular basis, tailored to meet their specific needs and constructive in its nature and delivery.  Yes  No

13.7 Students have appropriate access outside class time to teachers or personal tutors for academic support.  Yes  No

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

**Comments**

Assessment procedures are effective. The awarding bodies' review of assessment practice is positive about OLC's management of assessment.

Students are clear about the progress that they are making.

Good support is provided to help students succeed, including outside class time.

14. **The institution offers courses leading to accredited awards granted by recognised awarding bodies wherever appropriate**

14.1 For courses leading to the award of a UK degree, the institution has a formal agreement with a recognised UK degree-awarding body.  Yes  No  NA

14.2 For courses leading to other UK awards, the awarding body is recognised by the relevant regulator.  Yes  No  NA

14.3 For courses leading to the award of an overseas degree, the institution has a formal partnership agreement with the overseas degree-awarding body, which is itself accredited by a recognised national agency.  Yes  No  NA

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

**Comments**

Students are offered appropriate qualifications that are widely recognised.

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 students who receive the award meet the stated requirements for that level.  Yes  No  NA
- 15.2 There is evidence of the extent to which the awards are accepted for the purposes of employment or further study.  Yes  No  NA
- 15.3 External moderators are involved in the assessment process where appropriate.  Yes  No  NA

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

**Comments**

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

- 16.1 The institution complies with the requirements of the relevant awarding bodies in terms of examination security and administration.  Yes  No  NA
- 16.2 For internal awards, there are effective systems in place for examination security and administration, and clear procedures for students to appeal against their marks.  Yes  No  NA

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

**Comments**

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Assessments are undertaken in a manner that satisfies the requirements of the awarding bodies.

17. **There is appropriate provision of advice for students intending to proceed to employment or higher/further education**

- 17.1 Students have access to advice from appropriate staff member on further study and career opportunities.  Yes  No
- 17.2 If the institution offers courses preparing students for higher education, they have access to prospectuses and to advice from a designated staff member both on selecting courses and institutions and on the application process.  Yes  No  NA

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

**Comments**

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Students are well supported in relation to their next steps. They are clear about the progression opportunities provided by the HND.

Students benefit from an appropriate employability and engagement programme that support their progression into higher education and employment.

## INSPECTION AREA - STUDENT WELFARE

### 18. Students receive pastoral support appropriate to their age, background and circumstances

- 18.1 There is at least one named staff member responsible for student welfare who is suitably trained, accessible to all students and available to provide advice and counselling.  Yes  No
- 18.2 Students receive appropriate advice before arrival.  Yes  No
- 18.3 Students receive an appropriate induction and relevant information upon arrival.  Yes  No
- 18.4 Students are issued with a contact number for out-of-hours and emergency support.  Yes  No
- 18.5 The institution has policies in place to avoid discrimination and a published procedure for dealing with any abusive behaviour.  Yes  No
- 18.6 Effective safeguarding arrangements are in place and are regularly reviewed to keep all students safe.  Yes  No  NA
- 18.7 Effective arrangements are in place to protect students from the risks associated with radicalisation and extremism.  Yes  No

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

#### Comments

Students are very well supported, including good access to out-of-hours support.

18.7 Staff are currently being trained in relation to the risks associated with radicalisation and extremism. However the students have not received sufficient guidance in this area.

### 19. International students are provided with specific advice and assistance

- 19.1 International students receive appropriate advice before their arrival on travelling to and staying in the UK.  Yes  No
- 19.2 International students receive an appropriate induction upon arrival covering issues specific to the local area.  Yes  No
- 19.3 Information and advice specific to international students continues to be available throughout the course of study.  Yes  No
- 19.4 Provision of support takes into account cultural and religious considerations. Where possible, students have access to speakers of their own first language.  Yes  No

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

#### Comments

20. **The fair treatment of students is ensured**

- 20.1 Students apply for and are enrolled on courses under fair and transparent contractual terms and conditions.  Yes  No
- 20.2 Students have access to a fair complaints procedure of which they are informed in writing at the start of the course.  Yes  No
- 20.3 Students are advised of BAC's own complaints procedure.  Yes  No

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

**Comments**

The contractual arrangements for students are fair and transparent. Relevant students are clear that, although they are being taught by OLC, they are in fact enrolled on University Centre Colchester courses.

20.3 Students are not made aware of BAC's complaints procedure.

21. **Where residential accommodation is offered, it is fit for purpose, well maintained and appropriately supervised**

- 21.1 Any residential accommodation is clean, safe and of a standard which is adequate to the needs of students.  Yes  No
- 21.2 Any residential accommodation is open to inspection by the appropriate authorities, including Ofsted where students under 18 are accommodated.  Yes  No  NA
- 21.3 Clear rules and fire, health and safety procedures are in place, with appropriate precautions taken for security of students and their property.  Yes  No
- 21.4 A level of supervision is provided appropriate to the needs of students.  Yes  No
- 21.5 Separate accommodation blocks are provided for students under 18.  Yes  No  NA

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

**Comments**

22. **Where home-stay accommodation is organised, the welfare of students is ensured and the institution's relationship with hosts is properly managed**

- |      |  |                           |                          |
|------|--|---------------------------|--------------------------|
| 22.1 | Due care is taken in selecting home-stay accommodation which both provides a safe and comfortable living environment for students and is appropriately located for travel to the institution and back. | <input type="radio"/> Yes | <input type="radio"/> No |
| 22.2 | Any home-stay accommodation is inspected before students are placed and is subject to regular re-inspection by a responsible representative or agent of the institution.                               | <input type="radio"/> Yes | <input type="radio"/> No |
| 22.3 | The institution has appropriate contracts in place with any hosts, clearly setting out the rules, terms and conditions of the provision.   | <input type="radio"/> Yes | <input type="radio"/> No |
| 22.4 | Appropriate advice and support is given to both hosts and students before and during the placement.  | <input type="radio"/> Yes | <input type="radio"/> No |
| 22.5 | Clear monitoring procedures are in place with opportunities for student feedback and prompt action taken in the event of problems.   | <input type="radio"/> Yes | <input type="radio"/> No |

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

**Comments**

23. **The institution provides an appropriate social programme for students and information on leisure activities in the area**

- |      |  |                                      |                                     |                                     |
|------|--|--------------------------------------|-------------------------------------|-------------------------------------|
| 23.1 | Students are provided with appropriate information on opportunities for participation at events and other leisure activities which may be of interest. | <input checked="" type="radio"/> Yes | <input type="radio"/> No            |                                     |
| 23.2 | The social programme is responsive to the needs and wishes of students.  | <input type="radio"/> Yes            | <input checked="" type="radio"/> No | <input type="radio"/> NA            |
| 23.3 | Any activities within the social programme have been chosen with consideration for their affordability by the majority of students.                    | <input type="radio"/> Yes            | <input type="radio"/> No            | <input checked="" type="radio"/> NA |
| 23.4 | Any activities organised by the institution are supervised by a responsible representative with suitable qualifications and experience.                | <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**

23.2 Students at the London campus benefit from a social programme. This is not the case at the Manchester and Bolton campuses. In these campuses, students are encouraged to participate in the occasional charity event but very little, in the way of other social activities, is arranged for students.

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**INSPECTION AREA - PREMISES AND FACILITIES**

**24. The institution has secure possession of and access to its premises**

24.1 The institution has secure tenure on its premises.  Yes  No  NA

24.2 Where required, the institution has access to suitable external premises for academic or non-academic purposes of a temporary or occasional nature.  Yes  No  NA

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

**Comments**

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**25. The premises provide a safe, secure and clean environment for students and staff**

25.1 Access to the premises is appropriately restricted and secured.  Yes  No

25.2 The premises are maintained in an adequate state of repair, decoration and cleanliness.  Yes  No

25.3 There are specific safety rules in areas of particular hazard (e.g. science laboratories), made readily available to students, staff and visitors.  Yes  No  NA

25.4 General guidance on health and safety is made available to students, staff and visitors.  Yes  No

25.5 There is adequate signage inside and outside of the premises and notice boards for the display of general information.  Yes  No

25.6 There is adequate circulation space for the number of students and staff accommodated, and a suitable area in which to receive visitors.  Yes  No

25.7 There are toilet facilities of an appropriate number and level of cleanliness.  Yes  No

25.8 There is adequate heating and ventilation in all rooms.  Yes  No

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

**Comments**

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Students learn within secure buildings, which are maintained to an adequate standard.

**26. Classrooms and other learning areas are appropriate for the courses offered**

- 26.1 Classrooms and other learning areas provide adequate accommodation in size and number for the classes allocated to them.  Yes  No
- 26.2 Classrooms 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
- 26.3 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**

Classrooms are spacious for the size of the groups being taught. They are appropriately equipped, including with multi-media projectors.

**27. There are appropriate additional facilities for students and staff**

- 27.1 Students have access to sufficient space and suitable facilities for private study, including library and IT resources.  Yes  No
- 27.2 Teaching staff have access to sufficient personal space for preparing lessons, marking work and relaxation.  Yes  No
- 27.3 Students and staff have access to space and facilities suitable for relaxation and the consumption of food and drink where appropriate.  Yes  No  NA
- 27.4 Students and staff have access to storage for personal possessions where appropriate.  Yes  No  NA
- 27.5 There are individual offices or rooms in which academic staff and senior management can hold private meetings and a room of sufficient size to hold staff meetings.  Yes  No
- 27.6 Administrative offices are adequate in size and resources for the effective administration of the institution.  Yes  No

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

**Comments**

Spacious accommodation is available for students and staff.

Students have access to a small library and to open access IT suites at each campus, where they can undertake independent study.

Appropriate break out spaces are available.

**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

#### Institution's strengths

OLC is well managed and efficiently run.

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

### TEACHING, LEARNING AND ASSESSMENT

#### Institution's strengths

Students benefit from being taught by teachers who are experienced and very well qualified.

Teachers make effective use of questioning to check and extend students' understanding.

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

### STUDENT WELFARE

#### Institution's strengths

Students are well supported and are clear about the progression opportunities provided by their courses.

Actions required	Priority H/M/L
18.7 Students must receive training on issues relating to the risks of radicalisation and extremism.	<input type="radio"/> High <input checked="" type="radio"/> Medium <input type="radio"/> Low
20.3 Students must be made aware of BAC's own complaints procedure.	<input type="radio"/> High <input checked="" type="radio"/> Medium <input type="radio"/> Low
23.2 OLC must develop an appropriate social programme for students attending the Bolton and Manchester campuses.	<input type="radio"/> High <input type="radio"/> Medium <input checked="" type="radio"/> Low

### PREMISES AND FACILITIES

#### Institution's strengths

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

### RECOMMENDED AREAS FOR IMPROVEMENT

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**COMPLIANCE WITH STATUTORY REQUIREMENTS**