



## **BRITISH ACCREDITATION COUNCIL INSPECTION REPORT**

### **INTERIM AND SUPPLEMENTARY VISIT (Short Course Provider)**

**ORGANISATION:** Centre for Regional International Development (CRID)

**ADDRESS:** Unit 3, Epsilon House,  
Laser Quay,  
Culpeper Close,  
Medway City Estate,  
Rochester,  
Kent  
ME2 4HU

**HEAD OF ORGANISATION:** Nicholas Aitalegbe

**Accreditation status:** Accredited

**Date of inspection:** 6 May 2016

**ACCREDITATION COMMITTEE DECISION AND DATE:** 14 July 2016

## **PART A - INTRODUCTION**

### **1. Background to the organisation**

The Centre for Regional and International Development (CRID) offers a range of short training programmes of varying duration, usually up to 10 days long. In 2010, CRID's Executive Director/Proprietor recruited a retired experienced University of Kent lecturer as Programmes Manager; he became co-Director in 2012, remaining in post until 2016, at which time he undertook the role of freelance trainer for CRID. The two original Directors built up a close relationship with a number of sponsoring organisations in Africa. The current directorship includes new staff. They have a specific focus on developing the Caribbean and Asian markets in order to run short bespoke programmes that meet organisations' requirements and, as much as possible, individuals' personal developmental needs.

Up until 2010, CRID hired premises in Dartford for UK training courses and had an administrative office in Maidstone. This is still the registered address but is no longer used for administration. In 2011, CRID moved to a managed office facility in the historic Chatham dockyard, using dedicated training rooms therein, and local hotels when appropriate. In 2016 CRID moved again, to Laser Quay on the Medway City estate where they now have larger premises and a suite of training rooms.

Programmes cover areas such as sustainable development, procurement, accounting and banking management, and library and construction management. CRID's objectives over the past seven years have been to develop its target market, which are government and quasi-government organisations, and the private sector. This is mostly overseas in countries such as sub-Saharan Africa, Nigeria, Ghana, Swaziland and Tanzania. More recently, this target market has increased to include Jamaica, St. Kitts, and Bangladesh. CRID is developing 'satellite entities' in some of its target markets with the aim that these will operate using local or UK-based trainers who travel to the delegates' country. Although courses are structured to a standard format by CRID, they are modified to meet clients' needs. Self-employed trainers are usually hired, as required, to act as programme facilitators.

This accreditation only relates to provision in the UK. However, programmes run overseas are identical in general objectives, structure and format. Over the last seven years CRID has developed a wide range of industry-specific management programmes, suited to the needs of public and private sector organisations, most in sub-Saharan Africa.

CRID views its programmes as more than 'training'. Its trainers are 'facilitators', who are tasked to develop delegates' personal capacity within their sponsoring organisations; hence CRID's undertaking to build on individual delegates' personal development plans by providing on-going email support (for at least a year) after courses end. The short course market is ever evolving and extremely competitive. CRID, though small, aims to carve out a niche as a 'caring' international programme provider. The Directors state that there are a lot of returning clients.

### **2. Brief description of the current provision**

The current course offering is focused on sustainable development to CRID's stated markets. During the past year, CRID ran a total of 12 programmes, of which the majority were of ten days' duration. The programmes included 'trends in telecommunications management and law', 'emerging issues in radio and spectrum management' and 'public sector financial management'.

The programmes on offer for 2016-17 comprise of almost 200 courses, all of which are intended to be of 10 days' duration but, in practice, can be modified to meet clients' needs, and often last for one week. All courses begin with a telephone-based training needs analysis (TNA (training needs analysis)). Courses tend to be held later in the year, from July to October, when funding has been agreed with the sponsoring organisations.

### **3. Inspection process**

The inspection visit took place over one day with a reporting inspector, supported by a senior inspector. The reporting inspector considered a good range of evidence to include interviews with directors, other staff including a new member of staff, scrutiny of course documentation, training materials, feedback forms and delegates' records.

### **4. Inspection history**

<b>Stage 2:</b>	26 Mar 2010
<b>Stage 3:</b>	17 and 18 Feb 2011
<b>Interim:</b>	18 May 2012
<b>Reaccreditation:</b>	15 and 16 May 2014
<b>Interim and supplementary:</b>	6 May 2016

**PART B – JUDGEMENTS AND EVIDENCE**

The following judgements and comments are based upon evidence seen by the inspector(s) during the inspection and from documentation provided by the provider

**1. Significant changes since the last inspection**

One of the founding directors has moved into a freelance trainer role, though his guidance and expertise remains available to CRID. CRID has appointed a new Executive Director for the Caribbean and a further directorship attached to the development of Asia.

There has also been a move from the Chatham Historic Dockyard to bespoke premises at Laser Quay on the Medway City Estate. The move was precipitated by a need for larger training rooms and the capacity to run all the training in-house. The lease has been signed for three years and two of the three training rooms are up and running.

CRID has procured a new on-line system for tracking the delegates from initial enquiry, through to enrolment, payment, delivery of the training course and certification. It is now possible for the electronic system to provide a full history of the delegates’ involvement with CRID, enabling the running of reports to track efficiency and performance.

The inspector was advised that CRID continues to explore its potential markets and is currently investigating expansion into the restaurant trade where it aims to help restaurant owners find and train staff. This could be a major change to their current training courses and if this materialises then BAC will need to be advised.

**2. Response to actions points in last report**

The last report contained no actions.

**3. Compliance with BAC accreditation requirements**

**3.1 Management, Staffing and Administration (spot check)**

	Met	Partially met	Not met
The standards are judged to be	✓		
<b>Comments</b> Management arrangements are sound.  New staff have been appointed and are well qualified for their roles.  Probationary arrangements are in place to ensure that new appointees are appropriate for the organisation. The full operational use of the new electronic tracking system is not yet completely in place.			

### 3.2 Teaching, Learning and Assessment (spot check)

	Met	Partially met	Not met
The standards are judged to be	✓		
<p><b>Comments</b></p> <p>There is a range of good quality training materials available for delegates who are provided with a comprehensive and very well presented training manual, that includes electronic copies of all materials on an Ipad. Learners' feedback highlights the training materials and 'good presentation' by the facilitators as key strengths.</p> <p>The 'peer monitoring' scheme, proposed by the provider at the last inspection, has not yet been implemented and would be a useful addition to the quality assurance arrangements at the centre.</p>			

### 3.3 Participant Welfare (spot check)

	Met	Partially met	Not met
The standards are judged to be	✓		
<p><b>Comments</b></p> <p>Participant welfare is high priority at CRID. A 'logistics' staff member meets all overseas delegates at the airport and drives them to and from the hotel to the training venue.</p> <p>The delegates also benefit from an accompanied excursion, for example to a historic venue in London. If delegates have particular cultural needs or requirements related to diet or the observance of their faith, then these needs are taken into account.</p> <p>Delegate satisfaction is paramount to CRID as they rely on reputation and repeat business to a great extent.</p>			

### 3.4 Premises and Facilities (full inspection)

*The numbers below refer to the standards as presented in the short course provider scheme document and main full inspection report*

#### 23. The provider has secure possession of and access to its premises

<b>23.1</b>	The provider has secure tenure of its premises.	YES			
<b>23.2</b>	Where required, the provider has access to suitable external premises for academic or non-academic purposes of a temporary or occasional nature.	YES			
		Met	Partially met	Not met	NA
This standard is judged to be		✓			
<p><b>Comments</b></p> <p>The new premises at Laser Quay are less accessible by public transport than the previous ones at the dockyard, but delegates are driven to and from the premises daily to mitigate this potential issue. Once inside, the premises are spacious and well appointed, with a very open view of the Medway and access to large and well-equipped training rooms.</p>					

#### 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			
24.2	The premises are maintained in an adequate state of repair, decoration and cleanliness.	YES			
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			
24.4	General guidance on health and safety is made available to participants, staff and visitors.	YES			
24.5	There is adequate signage inside and outside of the premises and notice boards for the display of general information.	YES			
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			
24.7	There are toilet facilities of an appropriate number and level of cleanliness.	YES			
24.8	There is adequate heating and ventilation in all rooms.	YES			
		Met	Partially met	Not met	NA
This standard is judged to be		✓			
<b>Comments</b>					
The premises are very new to CRID who have been in occupation for only a few weeks. However, they are suitable for delegates and there is a good training room ready for use.					

#### 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			
25.2	Training rooms and any specialised learning areas (e.g. laboratories, workshops & studios) are equipped to a level that allows for the effective delivery of each course.	YES			
25.3	There are facilities suitable for conducting the assessments required on each course.	YES			
		Met	Partially met	Not met	NA
This standard is judged to be		✓			
<b>Comments</b>					
The training rooms are large and airy with good ventilation. Seating is comfortable and there is good access for wheelchair users. Rooms are IT enabled with wifi access, though the latter is slow due to the new system 'bedding in'.					

#### 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			
26.2	Trainers have access to sufficient personal space for preparing lessons, marking work and relaxation.	YES			
26.3	Participants and staff have access to space and facilities suitable for relaxation and the consumption of food and drink where appropriate.	YES			
26.4	Participants and staff have access to storage for personal possessions where appropriate.	YES			
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			
26.6	Administrative offices are adequate in size and resources for the effective administration of the organisation	YES			
		Met	Partially met	Not met	NA
This standard is judged to be		✓			
<b>Comments</b>					

There is good space available to staff and delegates for rest, marking, food consumption etc. If all training rooms were simultaneously in use, the delegates' consumption of food in a separate space from the training room would be difficult and CRID will need to take account of this in their course planning.

**PART C – SUMMARY OF STRENGTHS AND ACTION POINTS**

<p><b>Institution’s strengths</b></p> <ul style="list-style-type: none"> <li>• Highly personalised service with many examples of bespoke courses and adaptations to existing courses to meet individuals’ or employers / sponsors’ needs.</li> <li>• The provision of ‘added extras’ such as logistics, ipad and bound training folders adds significant value to the delegates’ experience.</li> <li>• Delegates’ feedback is very positive.</li> <li>• An entrepreneurial approach to developing the business and expanding into emerging markets. By monitoring global market trends, CRID is well placed to expand.</li> </ul>
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<p><b>Recommendations</b></p>
<p>The provider should develop the previously proposed peer monitoring process to evaluate the quality of training on a regular basis.</p>
<p>The provider should further develop the new electronic system for tracking and monitoring delegates experiences so that reports may be produced, analysed and acted on to improve the delegates’ experience still further.</p>
<p>If the anticipated expansion into the restaurant trade materialises, then the provider must notify BAC as to this change.</p>
<p>The provider must ensure that, on arrival, all visitors are advised as to the health and safety instructions relating to the premises and are required to sign in.</p>

**COMPLIANCE WITH STATUTORY REQUIREMENTS**

<p><b>Declaration of compliance has been signed and dated.</b></p>	<p><b>YES</b></p>
<p><b>Further comments, if applicable</b></p>	