



## **BRITISH ACCREDITATION COUNCIL INSPECTION REPORT**

### **INTERIM VISIT (International Centre)**

**INSTITUTION:** Pioneer Project Contracting Company trading as Projeco Services

**ADDRESS:** Office: 1st floor, Room # 101, Al Homaidan Bldg,  
Saud St., Cross 21 -22, Al Khobar 31952  
Kingdom Of Saudi Arabia

Training Centre: Projeco Services Training Center  
Near Qatif Central Hospital  
Dammam-Jubail Highway  
Qatif, KSA

**HEAD OF INSTITUTION:** Johan Reynaert

**Accreditation status:** Accredited

**Date of visit:** 26 October 2016

**ACCREDITATION COMMITTEE DECISION ON ACCREDITATION:** 15 December 2016

### **1. Background to the institution**

The Pioneer Project Contracting Company (trading as Projeco Services) is a division of Projeco Projects and Contracting and is registered in the Kingdom of Saudi Arabia. It has two main areas of business. The first is concerned with technical services to the oil and gas industry. The second, which is the subject of this accreditation, provides specialist services, including training, for online process analysers, in a training facility based in Saudi Arabia. The company has been providing this training since 2011.

In 2013 Projeco Services was awarded a contract to train 25 technicians, for a period of six months, by a major global chemical company. It became aware of the need for formal processes and procedures to deliver training of an appropriate quality and to acquire accreditation from an internationally-recognised accrediting organisation. It acquired BAC accreditation in 2015.

The objective of the training programmes is to provide new graduates, technicians and engineers with the theoretical and practical knowledge to ensure their competence with online analysers and accessory equipment. Projeco Services does not recruit students to its courses but provides bespoke training to meet its clients' needs. These clients determine which of their employees to send on these courses.

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

Projeco Services operates from an office in Dubai and a training centre in Saudi Arabia. The General Manager, who also acts as Principal, and the Operations Manager work from the small, well-furnished, Dubai office, although the former, in his role as a trainer, also works at the training centre in Saudi Arabia. The purpose-built training centre in Saudi Arabia is equipped with state-of-the-art online analyser technology. The Centre can accommodate up to 30 participants in two classrooms and has a fully equipped laboratory to carry out liquid analyser and water analysis experiments. The Centre is well equipped with safety equipment, monitors and alarms.

There are three permanent staff: The General Manager and Operations Manager based in Dubai and the Training Centre Administrator based in Saudi Arabia. In addition to the General Manager, training is delivered by four part-time teaching staff who, as freelance trainers, are employed on temporary contracts.

The company offers foundation courses, which are mainly classroom-based, and specific product-based courses which involve significant practical work. Course duration is typically between two and five days. All training is conducted in English. Participants are therefore required to have a good knowledge of English, as well as a technical understanding of instrumentation, chemical engineering or process operation. At the time of the inspection there were 48 part-time enrolments on various courses.

Projeco is currently exploring the possibility of delivering training through e-learning, commencing in 2017.

### **3. Inspection visit process**

The inspection was conducted in half-a-day by one inspector. The inspector's requests for advance information were met most promptly and efficiently by the Operations Manager. This proved most effective in expediting the business on the day. While the initial accreditation inspection in 2015 took place at the company's training centre in Saudi Arabia this interim inspection was conducted at the company's office in Dubai. This was appropriate as the action points in the previous report required actions from Head Office rather than in the training centre. In addition to meeting the General Manager (Principal) and the Operations Manager the inspector conducted a skype interview with the Training Centre Administrator based in Saudi Arabia. The inspector viewed the office facilities and the inspection concluded with feedback outlining the key findings of the inspection while confirming that the final decision rests with BAC Accreditation Committee.

#### **4. Inspection history**

Full inspection: 10-11 June 2015

Interim inspection: 26 October 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 institution**

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

There have been no significant changes since the last inspection.

### **2. Response to action points in last report**

*2.4 The recently introduced policies and procedures relating to the operation of the training centre must be fully acted upon, and other policies and procedures which address the requirements of new training provision are produced as necessary.*

Policies and procedures relating to the operation of the training centre have been circulated to all employees. The classroom observation policy has been implemented and recorded formally. A pre-training questionnaire and training feedback form have been drawn up and introduced. Follow-up procedures to evaluate outcomes have been implemented including minuted meetings.

*7.3 The recently introduced procedure for obtaining feedback from participants must be continued and analysed and critically reviewed by management in order that action is taken where necessary.*

Training feedback forms are reviewed and discussed in minuted meetings. Where necessary a non-conformance/observation and corrective/preventive action report is generated.

*8.1, 8.2, 8.3 PS must establish and implement a procedure for the periodic review and effective monitoring of its performance and incorporate action plans. Year-on-year results on participant satisfaction, achievement and completion rates must be compiled and reported to management.*

A well-documented internal audit system has been introduced. This provides an objective review of Projeco's performance, drawing upon the key performance indicators referred to in the action point. Required actions are clearly identified.

*11.3 Where practical, classroom observation must be built in to the appraisal process, for example when the teaching staff are teaching at the training centre.*

This has been implemented.

### **3. Response to recommendations for improvement in last report**

*It is recommended that staff development be included and documented as part of the staff appraisal process.*

Staff development needs are identified as part of the staff appraisal process. There is provision for full-time and selected part-time staff to be enrolled, at Projeco's expense, on external training programmes to address any deficiencies identified. This may be the result of deficiencies identified in classroom observations or where an expert engineer needs to obtain the necessary teaching skills in order to impart his/her technical knowledge. Thus, following classroom observation, one instructor was enrolled on a Train the Trainer programme, at Projeco's expense, in order to enhance his delivery skills.

#### 4. Compliance with BAC accreditation requirements – spot check

##### 4.1 Management, Staffing and Administration

	Met	Partially met	Not met	NA
The standards are judged to be	✓			
<b>Comments</b> The small team functions well to ensure a well-focused and efficient provision.  The recently introduced internal audit scheme is providing helpful management information and will usefully inform decision-making.				

##### 4.2 Teaching, Learning and Assessment

	Met	Partially met	Not met	NA
The standards are judged to be	✓			
<b>Comments</b> The classroom observation scheme is being used to enhance the provision.  The feedback form could be more usefully focused to direct trainees to comment specifically on strengths and areas for improvement rather than inviting general comments.  Anonymous completion of the feedback form may encourage greater engagement with the feedback process and elicit more detailed comment.  The only, slightly negative, aspect of trainees' feedback concerns the perceived limited duration of the course in relation to the content. This suggests that there is scope for better briefing of trainees by their employer. Projeco may wish to step up its efforts to facilitate this.				

##### 4.3 Learner Welfare

	Met	Partially met	Not met	NA
The standards are judged to be	✓			
<b>Comments</b> Delegates are nominated and supported by their companies. Other than ensuring that health and safety requirements are met, Projeco has no direct input to this.				

##### 4.4 Premises and Facilities

	Met	Partially met	Not met	NA
The standards are judged to be	✓			
<b>Comments</b> Both the office and the training centre are well-appointed and fit-for-purpose.				

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

<b>Provider’s strengths</b>
The small, well-knit team delivers an appropriately-focused and efficient provision, evidenced by the largely very positive feedback from participants.
There is a strong commitment to enhancement, illustrated by the very positive response to the findings of the initial accreditation inspection.

<b>Actions required</b>	<b>Priority H/M/L</b>
None	
<b>RECOMMENDED AREAS FOR IMPROVEMENT</b>	
Feedback questionnaires for trainees would provide more useful information if, rather than being asked for any comments in general, they were directed specifically to identify strengths and areas for improvement.	
The company may wish to consider introducing anonymous completion of the questionnaires.	
Projeco is recommended to continue to seek means of ensuring that its clients brief their employees fully on the nature of the training to be provided.	

<b>COMPLIANCE WITH STATUTORY REQUIREMENTS</b>	
<b>Declaration of compliance has been signed and dated.</b>	<b>YES</b>
<b>Further comments, if applicable</b>	