



## **BRITISH ACCREDITATION COUNCIL INSPECTION REPORT**

### **INTERIM INSPECTION (Short Course Provider)**

**ORGANISATION:** TWI Ltd

**ADDRESS:** Granta Park  
Great Abington  
Cambridge  
CB21 6AL

**HEAD OF ORGANISATION:** Christoph Wiesner

**Accreditation status:** Accredited

**Date of inspection:** 17 June 2015

**ACCREDITATION COMMITTEE DECISION AND DATE:** Continued accreditation 9 July 2015

## **PART A – INTRODUCTION**

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

TWI is an independent research and technology organisation located on a new business park in Cambridgeshire. It is a world leader in providing solutions to problems in the manufacture, construction and management of “whole life integrity technologies”. A large proportion of the activities of TWI involves training. In recent years this has represented between 20 and 25% of the whole business of the company.

TWI has been long established in the area but also has other facilities in the UK and worldwide. In a highly competitive business TWI has gained an international reputation for the quality of its consultancy, management and training. Since the 2013 reaccreditation inspection, TWI has relocated to Granta Park into very impressive purpose-built premises. The training section is within the wider company premises.

TWI has links with Brunel University in the development of training and consultancy and it was noted that some of the new facilities seen at inspection were comparable to the best available in the UK university sector. TWI provides training and examination services in conjunction with a number of awarding bodies relevant to the industry, such as British Gas (BGAS-CSWIP). TWI is not however an awarding organisation in itself.

In the previous 12 months there have been around 12 – 14,000 candidates undertaking TWI training courses across the world. This reduction from a figure of 16,000 since the last inspection is attributed to the global economic recession. Candidates trained in the UK are estimated at 3,500 per annum, of whom around 450 are overseas visitors.

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

TWI provides short course training to candidates in welding, non-destructive testing, plant integrity, underwater inspection and related activities. In total there are over 90 courses on offer. Some training offered is bespoke to companies and some is open entry. Courses vary in duration from 2 days to 3 weeks. Candidates sit end-of-course examinations provided by the awarding bodies. The awarding bodies are the Certification Scheme for Welding and Inspection Personnel (CSWIP) and the Personal Certification for Non-destructive Testing of the British Institute of Non-Destructive Testing. TWI works closely with CSWIP in the administration and management of examinations and assessments but the training arm of TWI is a separate entity from CSWIP.

Candidates can also undertake the welding diploma of the International Institute of Welding and the European Federation of Welding.

### **3. Inspection process**

The inspection was conducted by one inspector over one half-day. Meetings were held with the Manager for Quality Systems and Operational Support and also the Regional Facilities Support Officer(s) from the Middlesbrough branch of TWI who have some training responsibility. The new training facilities were inspected, one staff lecturer briefly interviewed and a walk around the wider company site conducted.

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

Full inspection: 20 – 21 May 2009 Middlesbrough  
26 May 2009 Abington  
20 May 2009 Aberdeen

Interim inspection: 1 July 2010 Middlesbrough  
July 2010 Abington  
3 August 2010 Aberdeen

Spot Check: 12 May 2011 Middlesbrough

Supplementary inspection: 22 May 2012 Abington

Reaccreditation inspection: 21 – 23 May 2013 Abington

## **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**

*(If there has been a change of premises which has not been reported on previously, please include a full report on the new premises)*

The 2013 reaccreditation inspection indicated that TWI was about to commence work on the building of a “ state of the art training and research centre “ at Granta Park. This building work has been undertaken and has resulted in the construction of a very impressive site of around 460,000 square feet within which is contained the new training section. The section has been located in these new premises from May 2015.

Candidates access the training centre via the spacious main entrance comprising a reception desk, seating and samples of TWI company work. The training centre is located on the first floor having a further reception and sign-in area, lounge facilities, kitchens, a large canteen, a large office, and a number of state of the art classrooms – fully equipped with projectors, screens, large desks, audio visual systems and, where relevant, computers. The laboratories and workshops are either located within the main training area or, where appropriate in other parts of the premises. All of the facilities seen were of the very highest order indeed. Some minor building work had yet to be completed

There are no other significant changes to report at the inspection.

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

The re-accreditation inspection of 2013 required the following actions to be undertaken as a Medium priority:-

*There needs to be regular periodic tutor observation by peer review with line manager/programme manager oversight.*

This has now commenced using standard criteria and feedback forms for tutor observations.

*There is a need for a participant handbook to include the induction points and other key information with reference to harassment and complaints procedures.*

This is still a work in progress at TWI and it is anticipated that a completely new candidate handbook will be published at the end of 2015.

*Participants' attention needs to be drawn to BAC's own complaints procedure.*

The BAC complaints procedure is now highlighted on company notice boards.

In 2013 the BAC inspector made the following recommendations

*TWI should consider adding 'electronic transfer' to the methods of payment within the TWI enrolment form.*

This has now been completed.

*The views of sponsors and other stakeholders might occasionally be sought in order to establish the benefits achieved by participants in attending the courses.*

This is now undertaken with the publication of the views of sponsors in company newsletters that allude to the benefits of the training received. Additionally all course participants complete end of course evaluations where they state their views on the benefits they feel they have gained by attending the training.

All international participants should sign in each day and records should be retained.  
Registers of attendance are maintained and any non-attendance is checked.

Greater emphasis needs to be given to ensuring that participants receive course notes before they attend the course.

Once candidates have paid for the programme of study they are given a full set of course materials on a memory stick and this is backed up with hard copy material at the commencement of the programme.

Information on health and safety should be included in the participant handbook.

This is currently being dealt with in conjunction with the appearance of a new candidate handbook.

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

#### 3.1 Management, Staffing and Administration

	Met	Partially met	Not met	NA
The standards are judged to be	✓			
<b>Comments</b> There were no changes to management systems and processes.				

#### 3.2 Teaching, Learning and Assessment

	Met	Partially met	Not met	NA
The standards are judged to be	✓			
<b>Comments</b> TWI continues to make strenuous efforts to ensure that teaching, learning and assessment is of a high standard and meets the latest industry standards. There is a quality management review and feedback system and process that rigorously ensures that teaching and learning meets the full requirements of industrial clients.				

#### 3.3 Participant Welfare

	Met	Partially met	Not met	NA
The standards are judged to be	✓			
<b>Comments</b> Some excellent facilities were seen at the new site for rest and recreation.				

#### 3.4 Premises and Facilities

	Met	Partially met	Not met	NA
The standards are judged to be	✓			
<b>Comments</b> Due to the move to new premises the inspector took the standards from a full inspection report to make the judgement, as below.				

## INSPECTION AREA - PREMISES AND FACILITIES

### Minimum Standards 23 – 26

23. The provider has secure possession of and access to its premises	Met
23.1 The provider has secure tenure on its premises	Met
23.2 Where required, the provider has access to suitable external premises for training purposes of a temporary or occasional nature.	Not applicable
<b>This standard is judged to be:</b>	<b>Met</b>

#### Comments

The premises were of the highest standard.

### 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.	Met
24.2 The premises are maintained in an adequate state of repair, decoration and cleanliness.	Met
24.3 There are specific safety rules in areas of particular hazard (e.g. science laboratories), made readily available to participants, staff and visitors.	Met
24.4 General guidance on health and safety is made available to participants, staff and visitors.	Met
24.5 There is adequate signage inside and outside of the premises and notice boards for the display of general information.	Met
24.6 There is adequate circulation space for the number of participants and staff accommodated, and a suitable area in which to receive visitors.	Met
24.7 There are toilet facilities of an appropriate number and level of cleanliness.	Met
24.8 There is adequate heating and ventilation in all rooms.	Met
<b>This standard is judged to be:</b>	<b>Met</b>

#### Comments

Some minor building work is to be completed and some notice boards are yet to be populated with course specific information.

### 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.	Met
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.	Met

25.3 There are facilities suitable for conducting the assessments required on each course. Met

**This standard is judged to be: Met**

Comments

None

**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. Met

26.2 Trainers have access to sufficient personal space for preparing lessons, marking work and relaxation. Met

26.3 Participants and staff have access to space and facilities suitable for relaxation and the consumption of food and drink where appropriate. Met

26.4 Participants and staff have access to storage for personal possessions where appropriate. Met

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. Met

**This standard is judged to be: Met**

Comments

There is a spacious and well-stocked library and journal facility on site with a dedicated librarian.

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

<p><b>Institution’s strengths</b></p> <p>The new state-of-the-art training facilities are well organised, well managed and can accurately be described as world class. TWI is a leader in the type of work it undertakes and its recent expansion is a testament to the effective management and leadership of the organisation.</p>
--

<b>Actions required</b>	<b>Priority H/M/L</b>
There is a need for a participant handbook to include the induction points and other key information with reference to harassment and complaints procedures	M
Recommendations:	
The inspector recommended that TWI consider the peer observation activity that is now in place develops further to fully consider the learning and skill development of candidates on courses.	
The inspector also recommended that TWI keep abreast of any new requirements coming from the Home Office concerning changes in student visitor visa requirements.	
The inspector also recommended that TWI keep abreast of any potential changes in accreditation requirements for courses offered at the company.	

**COMPLIANCE WITH STATUTORY REQUIREMENTS**

Declaration of compliance has been signed and dated.	YES
Further comments, if applicable.	