



BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

SUPPLEMENTARY INSPECTION NEW/ADDITIONAL PREMISES (Short Course Provider)

PROVIDER: Crown Agents Training and Professional Development

ADDRESS: Blue Fin Building
110 Southwark Street
Bankside
London
SE1 0SU

HEAD OF PROVIDER: Mr Tim Runacre

DATE OF INSPECTION: 17 October 2017

ACCREDITATION COMMITTEE DECISION AND DATE: Continued accreditation 14 December 2017

PART A – INTRODUCTION

1. Background to the provider

Crown Agents Training and Professional Development (the Provider) is an operating division of Crown Agents Limited (Ltd), which was established in 1833 and is a company limited by guarantee. It is a not-for-profit international development company that partners with governments, aid agencies, non-governmental organisations (NGOs) and companies in nearly 100 countries. It has two business divisions, which are consultancy and supply chain services. The Provider sits within the consultancy division, as one of the practice areas.

The Provider aims to work with governments, NGOs and public and private sector organisations to develop successful leaders and effective organisations through training and professional development programmes.

The Provider's management team includes the Director of Training and Professional Development, the Senior Operations and Customer Service Manager, the Senior Programme Manager, the Senior Product Development and Marketing Manager and the Senior Business Development Manager. The Director of the Provider reports to the Director of the consultancy division. Some of the financial administrative support for the Provider has been out-sourced to the business support team of the consultancy division of Crown Agents Ltd.

The provider is based in the Blue Fin Building, which is located on London's South Bank. The premises offer a range of contemporary training rooms and includes a lecture theatre and a private roof terrace.

2. Brief description of the current provision

The Provider's current business is the provision of Continuing Professional Development (CPD) short courses to senior corporate participants, mostly from government and multinational corporations. Courses are offered in Leadership Management and Development, Governance, Human Resources, Financial Management, Financial Services and Pensions, Public Sector Management and Economic Growth, Project Management and Evaluation, Procurement and Supply Chain, Parliamentary and Justice and Communications and Customer Service.

Training courses are normally of five or ten days' duration. Most courses are held at the Blue Fin Building. Courses are also offered in overseas venues including Ghana, Kenya, Nigeria, Singapore, Sierra Leone, Uganda, Dubai, South Africa, Toronto Brussels and the United States of America. British Accreditation Council (BAC) accredits the operations in the UK only.

Course participants receive a certificate of attendance. The Institute of Leadership and Management (ILM) recognises several of the Provider's leadership and management courses, including Becoming an Inspirational Leader, Effective Management Skills at Level 3, Executive Leadership in Action, Management Development for Executives and Creating Innovative Strategies.

Crown Agents Training and Professional Development is also recognised as an Accredited Learning Provider by the Learning and Performance Institute (LPI), which accredits its Train the Trainer courses. The Provider also offers Effective Procurement Strategies for Senior Executives and Integrity in Procurement: Skills and Solutions courses, which are validated by the Scottish Qualification Authority (SQA) at a level comparable to a UK Higher National Diploma.

3. Inspection process

The supplementary inspection was carried out by one inspector over half a day. Meetings were held with the Senior Operations and Customer Service Manager and the Director, both of whom oversee the Training and Professional Development. A premises check was also undertaken.

4. Inspection history

Stage 2 inspection:	18 March 2009
Stage 3 inspection:	21 May 2009
Supplementary inspection	18 May 2010
Interim Visit	22 February 2011
Re-accreditation inspection	16-17 May 2013
Interim Visit	22 September 2015
Re-accreditation inspection	7-8 March 2017

PART B – JUDGMENTS AND EVIDENCE

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

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

INSPECTION AREA – PREMISES AND FACILITIES

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

23.1	The provider has secure tenure of its premises.				YES
23.2	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	✓			
Comments					
None					

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.				N/A
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	✓			
Comments					
Excellent security arrangements are in place to ensure the safety of participants and staff in the building and grounds. The Blue Fin Building is very well maintained with regards to health and safety, heating, lighting and ventilation.					

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 which allows for the effective delivery of each course.				N/A
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		✓			
Comments					
Training rooms are very well equipped with the latest digital and technological equipment to maximise and enhance participants' learning experience.					

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		✓			
Comments					
The Blue Fin Building has excellent facilities to enable participants and staff to work and socialise effectively.					

PART C – SUMMARY OF ACTION POINTS

ACTIONS REQUIRED	Priority H/M/L
None	

RECOMMENDED AREAS FOR IMPROVEMENT
None

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