

# BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

## Short Course Provider (SCP) Reaccreditation Inspection

**ORGANISATION:** Euromoney Learning Solutions

**ADDRESS:** 8 Bouverie Street  
London  
EC4Y 8AX

**HEAD OF ORGANISATION:** Mr Guy Cooper

**DATE OF INSPECTION:** 11, 12 & 14 September 2017

**ACCREDITATION STATUS AT INSPECTION:** Accredited

### DECISION ON ACCREDITATION:

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- Accreditation to be withdrawn.

Date: 14 Dec 2017

### 1. Background to the organisation

Euromoney Learning Solutions (the Provider) is a subsidiary of Euromoney Institutional Investor Public Limited Company (PLC), which is an international business to business media group focused on the banking, finance, legal, energy, metals and commodities sectors. It is based in London, New York, Sofia, Montreal and Hong Kong. It runs conferences, seminars and training courses aimed at the financial and commodities markets and also provides electronic and investment research and data.

Euromoney Learning Solutions was originally established as Euromoney Training Group in 1988 and has since undergone a number of changes, the most recent of which is a merger with DC Gardner Training, which was part of Euromoney Institutional Investor PLC.

Euromoney Learning Solutions is one of seven divisions, the heads of which all report to the Chief Executive Officer (CEO) and Board of the parent company. Euromoney Learning Solutions specialises in the international provision of sector based training courses for industry professionals including those who work at board level. Its aim is to be the world leading provider of premium public courses, learning conducted via electronic media (e-learning), and tailored learning solutions for its target market.

### 2. Brief description of the current provision

Euromoney Learning Solutions is a leading provider of specialised public, in-house and e-learning courses. The courses are targeted at industry professionals working in the finance, legal, energy, infrastructure, telecommunications and metals and mining sectors, who wish develop their skills and knowledge in these areas. In addition, it provides courses aimed at developing board level, known as c-suite, and interpersonal business skills.

Euromoney Learning Solutions currently offers 135 public courses across 23 subject areas in 14 countries. Of these, 87 public courses are available in the United Kingdom (UK) across all sectors. Most of these are run in London. Course duration is usually three to five days, with multiple start dates. The courses are delivered by freelance specialists. The training venues are four or five star hotels in central London.

Half the participants are from the UK and Europe and half from a wide range of other countries. The majority of participants are sponsored by their employer. At the time of the inspection there were 342 enrolled participants plus 306 confirmed future bookings. The majority of participants are male and are aged 25 and over.

BAC accreditation covers Euromoney Learning Solutions' UK public course provision only.

### 3. Inspection process

The re-accreditation inspection was carried out over two and a half days by one inspector. Two observations of training took place which included meetings with students and trainers. The inspector met and held discussions with the Director and the Head of Logistics. The inspector had sight of documentation covering all areas of the inspection both electronic and in hard copy. Additional documentation was made available to the inspector on request. The Provider fully cooperated with the inspection throughout and the inspector was made to feel very welcome.

### 4. Inspection history:

| Inspection type    | Date                   |
|--------------------|------------------------|
| Full Accreditation | 21 & 23 September 2009 |
| Interim            | 5 October 2010         |
| Re-accreditation   | 12-13 November 2013    |
| Interim            | 26 February 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 provider.

### INSPECTION AREA - MANAGEMENT, STAFFING AND ADMINISTRATION

#### 1. The provider 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 provider 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 and those working at the delivery venue/s.   | <input checked="" type="radio"/> Yes <input type="radio"/> No |

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

#### Comments

The organisation chart and accompanying curricula vitae show a well qualified and structured management team, who are effective in supporting trainers and participants and developing the business.

#### 2. The administration of the provider 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 provider.   | <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 provider.          | <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 |
| 2.6 | Administrative offices are adequate in size and resources for the effective administration of the provider.     | <input checked="" type="radio"/> Yes <input type="radio"/> No |

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

#### Comments

As part of a major organisational restructure, Euromoney Learning Solutions has rationalised its administrative functions and increased its use of technology with a subsequent increase in efficiency.

The flexible temporary staff arrangements, across the organisation, gives the Provider access to internal support during its busiest periods ensuring that service levels are maintained.

3. **The provider 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**

Weekly staff appraisals, using an online employee engagement platform, are effective in encouraging staff ownership of and engagement with targets.

Quarterly reviews linked to performance and remuneration further contribute to a positive staff ethos.

The human resources division is responsible for the recruitment of appropriately qualified staff and carries this out effectively.

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

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

The information on the Provider's website is detailed and up-to-date allowing potential participants to make informed choices as to the suitability of the courses on offer.

Publicity material does not currently include sufficient information for potential participants with disabilities.

5. **The provider takes reasonable care to recruit and enrol suitable participants for its courses**

- |     |   |  |
|-----|---|--|
| 5.1 | Entry requirements for each course, including those relating to language ability, are set at an appropriate level and clearly stated in the course descriptions seen by prospective participants. | <input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> NA |
| 5.2 | A formal application process ensures that participants meet the entry requirements and any claimed qualifications are verified.   | <input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> NA |
| 5.3 | The provider replies to all application enquiries promptly and appropriately and briefs all stakeholders properly on the nature and requirements of its programmes.                               | <input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA |
| 5.4 | Any overseas recruitment agents are properly selected, briefed, monitored and evaluated.  | <input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> NA |

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

**Comments**

Participants have a very good level of spoken English. The majority of participants are sponsored by their employers and are unlikely to be sent on a course if they do not speak good English.

5.1 However, the level of spoken and written English required for each course is not clearly stated in the publicity materials.

6. **There is an appropriate policy on participant attendance and effective procedures and systems to enforce it**

- |     |   |  |
|-----|---|--|
| 6.1 | There is a clear and published policy on participant attendance and punctuality.  | <input checked="" type="radio"/> Yes <input type="radio"/> No                          |
| 6.2 | Accurate and secure records of attendance and punctuality at each session are kept for all participants, collated centrally and reviewed. | <input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA |
| 6.3 | Participant absences are followed up promptly and appropriate action taken.   | <input checked="" type="radio"/> Yes <input type="radio"/> No                          |

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

**Comments**

Expectations about attendance and punctuality are clearly communicated to the participants. Appropriate attendance records are maintained.

7. **The provider regularly obtains and records feedback from participants and other stakeholders and takes appropriate action where necessary**

- 7.1 The provider has effective mechanisms for obtaining feedback from participants and other stakeholders (such as staff, partner providers and employers) on all aspects of the provider's provision, including formal participant 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 provider's response to the feedback to the participant body.  Yes  No

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

**Comments**

Feedback is regularly obtained from participants and trainers. This information is used effectively to inform the Provider's improvement planning.

Suggestions for improvements from individual participants are discussed and the participant is personally informed of the resulting actions.

Participants commented that their organisations were happy to send more participants to Euromoney Learning Solutions' courses as they were satisfied with all aspects of the provision.

8. **The provider 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 provider's performance.  Yes  No
- 8.2 Reports are compiled which present the results of the provider's reviews and incorporate action plans.  Yes  No
- 8.3 Action plans are implemented and regularly reviewed.  Yes  No

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

**Comments**

Euromoney Learning Solutions uses online software that creates project boards to provide a fluid view of performance. This ensures progress is regularly monitored and reviewed against rolling action plans.

## INSPECTION AREA - TEACHING, LEARNING AND ASSESSMENT

### 9. Programme management is effective

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

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

#### Comments

The Provider's logistics team are effective in managing the arrangements for training so that training sessions take place unhindered.

There is an effective system of observations to assure the quality of trainers and training and to improve practice. This could be extended to include peer observation of training to encourage sharing of good practice between trainers.

### 10. The courses are planned and delivered in ways that enable participants to succeed

- 10.1 Courses are designed and delivered in ways that allow participants to develop the knowledge and skills which will be required for final examinations or assessments or which meet stakeholders' requirements.  Yes  No  NA
- 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  NA
- 10.3 Formative assessments appropriately reflect the nature and standards of summative examinations.  Yes  No  NA
- 10.4 Participants are encouraged and enabled to develop independent learning skills.  Yes  No  NA
- 10.5 The academic backgrounds and particular needs of participants 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

10.5 Participants do not provide written details of their professional and academic backgrounds prior to joining each course. This information would be of use to trainers in the planning of training and workshop sessions.

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

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

Trainers are highly qualified, experienced professionals both in their specialist area and as trainers. However, there is no detailed person specification for the trainer role to ensure consistency.

Trainers prepare and deliver high quality training sessions drawing on their experience to engage and involve participants fully. Participants say that the training sessions exceeded their expectations.

The trainers' development is supported by feedback and observations from the Provider.

Trainers say that the regular observations carried out by stakeholder representatives ensure that their training sessions are meeting the needs of the participants and other stakeholders. Peer observations do not take place systematically which would provide another effective method of helping trainers with their continuing professional development.

12. **The provider provides participants and trainers with access to appropriate resources and materials for study**

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

**Comments**

Materials are provided by Euromoney Learning Solutions and, in some cases, by stakeholder organisations ensuring that the most up-to-date materials and content are available to the participants.

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

- |      |   |                                      |                          |                                     |
|------|---|--------------------------------------|--------------------------|-------------------------------------|
| 13.1 | Feedback is given to individual participants tailored to meet their specific needs and constructive in its nature and delivery.                                       | <input checked="" type="radio"/> Yes | <input type="radio"/> No |                                     |
| 13.2 | Courses are planned to include a schedule of assessments, the procedures and criteria for which are available in writing and in advance to participants and trainers. | <input type="radio"/> Yes            | <input type="radio"/> No | <input checked="" type="radio"/> NA |
| 13.3 | Assessment outcomes are monitored to enable the identification of participants who are not making satisfactory progress and prompt intervention where appropriate.    | <input type="radio"/> Yes            | <input type="radio"/> No | <input checked="" type="radio"/> NA |
| 13.4 | Participants are made aware of how their progress relates to their targeted level of achievement.   | <input type="radio"/> Yes            | <input type="radio"/> No | <input checked="" type="radio"/> NA |
| 13.5 | Additional support or advice on alternative courses is provided to participants who are judged not to be making sufficient progress to succeed.                       | <input type="radio"/> Yes            | <input type="radio"/> No | <input checked="" type="radio"/> NA |
| 13.6 | Participants have appropriate access to trainers outside class time.  | <input checked="" type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> NA            |

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

**Comments**

Participants commented that useful individual feedback was given to them by trainers during workshop sessions and informally during the regular breaks.

Participants consider the feedback to be constructive and helpful in ensuring they make good progress.

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

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

**Comments**

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 participants who receive the award meet the stated requirements for that level. | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> NA |
| 15.2 | There is evidence of the extent to which the awards are accepted for the purposes of employment or further study.   | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> NA |
| 15.3 | External moderators are involved in the assessment process where appropriate.   | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> NA |

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

**Comments**

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

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

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

**Comments** \_\_\_\_\_

---

**INSPECTION AREA - PARTICIPANT WELFARE**

17. **Participants receive pastoral support appropriate to their age, background and circumstances**

- 17.1 There is at least one named staff member responsible for participant welfare who is suitably trained, accessible to all participants and available to provide advice.  Yes  No  NA
- 17.2 Participants receive appropriate advice before the start of the programme.  Yes  No
- 17.3 Participants receive an appropriate induction and relevant information at the start of the programme.  Yes  No
- 17.4 Participants are issued with a contact number for out-of-hours and emergency support.  Yes  No  NA
- 17.5 The provider has policies in place to avoid discrimination and a published procedure for dealing with any abusive behaviour.  Yes  No
- 17.6 Effective safeguarding arrangements are in place and are regularly reviewed to keep all participants safe.  Yes  No  NA
- 17.7 Effective arrangements are in place to protect participants from the risks associated with radicalisation and extremism.  Yes  No

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

**Comments** \_\_\_\_\_

Appropriate support is available that meets the participants' needs well.

Appropriate measures for dealing with any discriminatory and abusive behaviour are detailed in the Employee Handbook.

18. **International participants are provided with specific advice and assistance**

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

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

**Comments**

International participants' needs are met effectively by the Provider before and for the duration of their course.

19. **The fair treatment of participants is ensured**

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

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

**Comments**

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

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

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

**Comments**

21. **Where home-stay accommodation is organised, the welfare of participants is ensured and the provider's relationship with hosts is properly managed**

- 21.1 Due care is taken in selecting home-stay accommodation which both provides a safe and comfortable living environment for participants and is appropriately located for travel to the provider and back.  Yes  No
- 21.2 Any home-stay accommodation is inspected before participants are placed and is subject to regular re-inspection by a responsible representative or agent of the provider.  Yes  No
- 21.3 The provider has appropriate contracts in place with any hosts, clearly setting out the rules, terms and conditions of the provision.  Yes  No
- 21.4 Appropriate advice and support is given to both hosts and participants before and during the placement.  Yes  No
- 21.5 Clear monitoring procedures are in place with opportunities for participant feedback and prompt action taken in the event of problems.  Yes  No

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

**Comments**

22. **The provider provides an appropriate social programme for participants and information on leisure activities in the area**

- 22.1 Participants are provided with appropriate information on opportunities for participation at events and other leisure activities which may be of interest.  Yes  No
- 22.2 The social programme is responsive to the needs and wishes of participants.  Yes  No  NA
- 22.3 Any activities within the social programme have been chosen with consideration for their affordability by the majority of participants.  Yes  No  NA
- 22.4 Any activities organised by the provider are supervised by a responsible representative with suitable qualifications and experience.  Yes  No  NA

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

**Comments**

For larger groups, a trip to the London Eye is arranged at the Provider's expense. The experience is thoroughly enjoyed by the participants.

## INSPECTION AREA - PREMISES AND FACILITIES

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

23.1 The provider has secure tenure on its premises.  Yes  No  NA

23.2 Where required, the provider has access to suitable external premises for training purposes of a temporary or occasional nature.  Yes  No  NA

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

#### Comments

The inspector had sight of the lease for the Bouverie Street office and appropriate agreements with the training venues.

### 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  No

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

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  No  NA

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

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

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  No

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

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

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

#### Comments

The head office is secure, has appropriate signage on the exterior of the building and a staffed reception area.

The office is open plan, which allows staff to move around and use appropriate desk space. The office also has breakout areas and bookable meeting rooms, a kitchen area and clean facilities.

The office provides an atmosphere conducive to individual and collaborative work and is indicative of the high level of efficiency of the Provider.

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  No
- 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.  Yes  No  NA
- 25.3 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**

Training accommodation is of a high standard as expected from four and five star accommodation in central London.

Participants were impressed with the standard of the rooms to which they were allocated and the associated facilities.

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  No  NA
- 26.2 Trainers have access to sufficient personal space for preparing lessons, marking work and relaxation.  Yes  No  NA
- 26.3 Participants and staff have access to space and facilities suitable for relaxation and the consumption of food and drink where appropriate.  Yes  No  NA
- 26.4 Participants and staff have access to storage for personal possessions where appropriate.  Yes  No  NA
- 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  No

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

**Comments**

The central London venues provide all the facilities the participants require resulting in a high level of satisfaction.

Participants and trainers have access to the training rooms during breaks for personal and professional use.

Participants and staff keep their personal belongings with them at all times.

The head offices offer accommodation including meeting rooms and breakout areas, of an appropriate size for the Provider's employees.

**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

#### Provider's strengths

The Provider makes effective use of an online employee engagement platform to review the performance of and set targets for staff on a weekly basis. This engenders a positive culture where staff are clear as to their roles and objectives and are able to contribute to the development of the business.

| Actions required   | Priority H/M/L   |
|--|--|
| 5.1 The Provider must ensure that publicity materials are specific as to the level of spoken and written English required for each course. | <input type="radio"/> High <input checked="" type="radio"/> Medium <input type="radio"/> Low |

### TEACHING, LEARNING AND ASSESSMENT

#### Provider's strengths

Trainers are highly qualified and experienced in both their specialism and in training. This ensures that training and course materials are of the highest quality and make use of detailed, appropriate and up-to-date examples as the basis for individual and group activities.

| Actions required   | Priority H/M/L   |
|--|--|
| 10.5 The Provider must ask for detailed information on participants' professional and academic backgrounds prior to each course to ensure that course delivery can be more closely tailored to participant need. | <input type="radio"/> High <input checked="" type="radio"/> Medium <input type="radio"/> Low |

### PARTICIPANT WELFARE

#### Provider's strengths

Participants report a positive experience in all aspects of the provision resulting in Euromoney being the training provider of choice for a number of organisations.

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

### PREMISES AND FACILITIES

#### Provider's strengths

Training facilities are of a high standard as expected of four and five star accommodation in central London. Participants are very complimentary on the standard of training rooms and associated facilities.

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

### RECOMMENDED AREAS FOR QUALITY IMPROVEMENT

The Provider should include information in publicity materials on provision for participants with disabilities and ensure publicity materials are accessible.

The Provider should develop a detailed person specification for the trainer role.

The Provider should encourage peer observations as part of trainer continuing professional development.

#### **COMPLIANCE WITH STATUTORY REQUIREMENTS**