



## **BRITISH ACCREDITATION COUNCIL INSPECTION REPORT**

### **RANDOM SPOT CHECK INSPECTION (Short Course Provider)**

**PROVIDER:** Europrotocol

**ADDRESS:** 20-22 Wenlock Road  
London  
N1 7GU

**HEAD OF PROVIDER:** Ms Dusha Vidanovich

**DATE OF INSPECTION:** 6 October 2017

**ACCREDITATION COMMITTEE DECISION AND DATE:** Continued accreditation 14 December 2017

## **PART A - INTRODUCTION**

### **1. Background to the provider**

Europrotocol (the Provider) is a provider of short courses for international businesses and governmental organisations. The business was founded in 1999 and was registered in Slovenia. At that time, it operated mainly in Brussels. In 2004 the company moved to London and in 2012 it was registered as a private limited company with Companies House. A second minority shareholder joined the company in August 2015. On a day-to-day basis, Europrotocol is run and managed by its main director and majority shareholder. It has no other permanent employees.

Europrotocol aims to deliver specialised training courses intended for governmental officials, diplomats, national and international civil servants, international organisations staff, business managers and administrative assistants in order to empower their knowledge and excel their professional skills to successfully advance in the modern multinational society of today.

The London administrative office is located in a rented shared facility in central London, which provides mail management, Information Technology (IT) support and office as well as meeting space as required. The Provider's administration, communication and event management are solely the responsibility of the main director. The administration of all the courses is carried out from London and, although some courses are delivered in other countries notably Brussels, the majority of courses are run in the United Kingdom (UK). BAC accredits the provision, which is offered in both the UK and in other countries.

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

Europrotocol delivers training in diplomatic protocol, international business protocol, professional etiquette, social etiquette, cross-cultural communication, public speaking and media skills. It offers its training courses as single events, which last from one day up to one week. Courses are open to individual participation or are specifically tailored for group requirements, including in-house training. The public courses are delivered, in English, in four and five-star hotels, usually in London or Brussels.

The training is carried out by the main director, together with freelance trainers, who are contracted for a single event or for a series of specific dates and guest lecturers.

The number of training events offered each year varies according to demand. In 2017, Europrotocol has run public courses in International Business and Diplomatic Protocol, Advanced International Business and Diplomatic Protocol as well as a Train the Trainer Protocol MasterClass. Its tailored courses have been run in areas such as International Protocol and Business Etiquette intended for Security Officers and Receptionists. The training may also include accompanied visits to the UK Parliament, the Foreign Office, the European Parliament, the European Council and the European Commission. Participants have to have taken the first level course before proceeding to the advanced course.

Europrotocol's clients have included the Bank for International Settlements in Basel, the World Trade Organisation in Geneva, Switzerland, the European Union Agency for Law Enforcement Training in Budapest, Hungary and the European Investment Bank in Luxembourg.

Europrotocol also offers a one-week programme in Training the Trainers in support of other companies seeking to offer protocol training globally. In the last year, this programme has been run twice in the UK and in Brussels.

Participants come from various organisations, including national embassies and governments, international organisations and parliamentary bodies. The large majority of participants are female. Participants come from a

wide range of different countries including Belgium, Italy, the Netherlands, Romania, Slovakia, the United Arab Emirates, Nigeria, Ghana, Jamaica and Hong Kong. They are all over the age of 18.

The public courses have set start dates. There are no specific entry requirements since participants are generally high-level employees in national and international governmental bodies and, therefore, have a good knowledge of the subject area and speak good English. However, pre-course assessment of suitability is carried out if required. The courses are also open to students, who are studying in related areas.

### **3. Inspection process**

The inspection was carried out, at the rented facility, by one inspector over about three hours. Discussions were held with the main Director and various documentary evidence was reviewed.

### **4. Inspection history**

Full inspection: 19, 28 May 2014 & 24 June 2014

Interim inspection: 2 December 2015

## 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

### 1. Significant changes since the last inspection

Since the last inspection, Europrotocol has acquired some new clients such as the European Organisation for the Exploitation of Meteorological Satellites (EUMETSAT) in Germany.

Europrotocol has started running courses in Paris. They have run the Train the Trainer programme there and have started to translate some marketing and course material into French. A trainer, who speaks French, has been sourced to deliver the courses.

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

There were no action points in the last report.

### 3. Response to recommended areas for improvement in last report

There were no recommendations in the last report.

### 4. Compliance with BAC accreditation requirements

#### 4.1 Management, Staffing and Administration (spot check)

	Met	Partially met	Not met	
The standards are judged to be	✓			
<b>Comments</b>				
The Director is passionate about the business and has a clear vision for its future growth.				
An annual directors' meeting activities report is produced, which sets out the future strategic and operational goals of the organisation. This ensures that an appropriate focus is maintained on the sustainability and future growth of the business.				
The feedback from participants on the courses is very positive.				

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

	Met	Partially met	Not met	
The standards are judged to be	✓			
<b>Comments</b>				
The Director delivers the vast majority of the training and knows her clients well. As a result, she is able to tailor the programmes effectively to meet the clients' needs.				
The training material is of a very high quality and makes use of colourful and engaging slides and relevant video clips.				

4.3 Participant Welfare (spot check)

	Met	Partially met	Not met	
The standards are judged to be	✓			
<b>Comments</b> None				

4.4 Premises and Facilities (spot check)

	Met	Partially met	Not met	
The standards are judged to be	✓			
<b>Comments</b> None				

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

<b>STRENGTHS</b>
A passionate and enthusiastic Director, who is driving the business forward effectively.
A willingness to be flexible in course content and delivery in order to meet the clients' needs.

<b>ACTIONS REQUIRED</b>	<b>Priority H/M/L</b>
None	

<b>RECOMMENDED AREAS FOR IMPROVEMENT</b>
None

<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>	