

BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

Short Course Provider (SCP) Reaccreditation Inspection

ORGANISATION: Rebecca Charles International

ADDRESS: Airport House
Purley Way
Croydon
CRO 0XZ

HEAD OF ORGANISATION: Mrs Lola Charles-Samuel

DATE OF INSPECTION: 9-10 October 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- Accreditation to be withdrawn.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

Rebecca Charles International Limited (RCI/the Provider) was known as ReCH Management Centre until August 2017, when it changed its name to Rebecca Charles International Limited. The organisation is registered as a limited company. It was established in 2007 as a management training centre providing short courses, typically of one or two weeks' duration, for senior executives from public and private organisations. It aims to to maximise real learning that can be transferred directly to the workplace.

The sole owner and Director also acts as the Business Development Manager and effectively runs the company day to day.

The Provider is located at Airport House, Croydon. It has been at this location since July 2017. Prior to this date, it was located at Davis House in the centre of Croydon. Airport House was originally London's first major airport but is it now a business centre, which provides serviced offices. The Provider leases office space for administration and management purposes and hires training rooms within Airport House, as required.

In addition to the London courses based in Croydon, RCI delivers its courses overseas in Dubai, Lagos and Atlanta, although this international provision is not accredited by BAC.

2. Brief description of the current provision

RCI offers short courses in areas such as accounting and financial management, project and contract management, banking operations, insurance and organisational and personnel management. It runs approximately 20 courses a year.

At the time of the inspection, one course of five days' duration was running. This course was a blended mix of two of the Provider's courses. One course is called Fraud and the other is called Anti-Counterfeiting and the Future of Cash. The course had two participants, both of whom were male. They were both senior executives from the national bank in Ghana. Most of the participants on the London courses are from Africa.

There are no prerequisites for the courses. The suitability of the course for the participant is determined by the human resources department of the participant's employer. The courses usually include a day visit to a place of cultural interest.

3. Inspection process

The inspection was carried out by one inspector over two days. The inspection included documentation scrutiny, meetings with delegates, a trainer, administrative staff and the Business Development Manager. Tours of the training venue and office took place as well as an observation of teaching and learning. The staff co-operated very well with the inspection and the information required was clearly presented.

4. Inspection history:

Inspection type	Date
Stage 2	4 August 2009
Stage 3	24 March 2010
Interim	13 July 2011
Supplementary	13 July 2011
Re-accreditation	7 & 11 October 2013
Interim	8 December 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 Business Development Manager, who is very experienced in organising courses, undertakes the overall management function very effectively.

The administrator works in the same office as the Business Development Manager. This ensures effective communication between the two staff members. As a result, the Administrator is clear about what is expected of her and carries out her role well.

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

Most of the administration is carried out using good and appropriate databases and online systems. These are used effectively to co-ordinate activities efficiently. A well-qualified temporary administration assistant supports the Business Development Manager as and when required.

All appropriate administrative policies and procedures are in place. They are effectively maintained with appropriate version control protocols so that they are up-to-date and relevant.

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

RCI makes good use of staff in a flexible manner. Staff are employed on a short-term, temporary basis, as and when required. They are self-employed.

A detailed Employment Manual contains all the appropriate policies and procedures, which ensure the effective recruitment and continuing employment of staff.

Feedback from participants is gathered at the end of each course regarding all aspects of the course delivery, including the administration. This information is used well to review the performance of staff so that appropriate action can be taken if required. Formal annual appraisal procedures are not appropriate for such short-term staff.

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 course brochure and website provide clear, accurate and comprehensive course information.

4.2 The website and associated documentation, which were in use at the time of the inspection, did not feature the new branding and name, as this revised branding has not yet been completed.

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. Yes No NA
- 5.2 A formal application process ensures that participants meet the entry requirements and any claimed qualifications are verified. Yes No 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. Yes No NA
- 5.4 Any overseas recruitment agents are properly selected, briefed, monitored and evaluated. Yes No NA

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

Comments

The courses have no formal entry requirements. The information provided to applicants, which is contained in the detailed course brochure, website and pre-reading materials ensures that the courses are suitable for the participants.

Applications are responded to promptly.

The arrangements for attending the courses are organised, in the vast majority of cases, in co-ordination with the human resources department of the participant's company. This also ensures that the course meets the professional development needs of the participant.

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. Yes No
- 6.2 Accurate and secure records of attendance and punctuality at each session are kept for all participants, collated centrally and reviewed. Yes No NA
- 6.3 Participant absences are followed up promptly and appropriate action taken. Yes No

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

Comments

The requirement for participants to attend all training sessions is clearly stated in the Participant Handbook.

An online database is used to record attendance data accurately and securely. Attendance levels are good for the courses.

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

Frequent feedback is obtained from participants and the Business Development Manager reviews the feedback carefully. Appropriate action is taken as a result, for example, in response to feedback received, all materials for the courses are now provided to the participants at the beginning of the course.

An example of good practice is the requirement for participants to complete a reflective journal at the end of each day. This provides very good feedback about the main points that have been learnt during that day as well as how the participant's skills and knowledge can be developed further as a result of the training received.

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

The process for monitoring and reviewing the Provider's performance includes regular participant and trainer feedback. This provides a useful overview of how well the course went. This feedback is provided to the trainer so that the trainer is aware of the participants' views on the quality of the training received and appropriate improvements can be made. This is effective in measuring the performance of the courses.

However, there is no regular collating and reviewing of performance annually to identify trends in performance over time. As a result, opportunities are missed to make use of this additional information to identify trends in relation to delegates' preferred courses, which could usefully inform future course marketing and scheduling.

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. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 9.2 | Classes are timetabled and rooms allocated appropriately for the courses offered. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 9.3 | The allocation of trainers to classes provides for a consistent learning experience and delivery is monitored to ensure consistency. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 9.4 | There is an appropriate policy and effective procedures for the acquisition of teaching and learning resources. | <input checked="" type="radio"/> Yes <input type="radio"/> No |

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

Comments

The Programme Manager is very experienced in organising training courses.

The Business Development Manager takes considerable care to match a trainer's expertise with the course requirements and the needs of the participants. This ensures that only very suitable and experienced trainers are allocated to courses. As a result, participants receive a high quality learning and development experience.

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. | <input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA |
| 10.2 | Lessons and assessments maintain an appropriate focus on any assessment objectives or statement of learning outcomes established by the awarding body. | <input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> NA |
| 10.3 | Formative assessments appropriately reflect the nature and standards of summative examinations. | <input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> NA |
| 10.4 | Participants are encouraged and enabled to develop independent learning skills. | <input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA |
| 10.5 | The academic backgrounds and particular needs of participants are taken into account in the classroom delivery of the course. | <input checked="" type="radio"/> Yes <input type="radio"/> No |

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

Comments

The courses are very well planned to meet the needs of the participants, who are managers and senior executives in private and public sector organisations. Trainers are very attentive to the backgrounds of their participants when planning the training.

The very effective methods of delivery ensure that delegates are fully engaged in their learning and make good progress.

Questioning is used very well by trainers to provide significant challenge and ensure that the participants are fully involved in the discussions.

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

The trainers are highly qualified and very experienced. They apply their commercial experience to enliven their training very well by sharing their own examples of projects that they have undertaken. Trainers are skillful in ensuring that delegates are fully involved in the activities that form part of the lessons.

11.3 Trainers are observed when they start with RCI but are not subsequently regularly observed.

11.4 Trainers are self employed and are expected to keep up-to-date. They do not receive support in their continual professional development.

The Business Development Manager is not aware of the continuing professional development activities that the trainers arrange themselves.

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

All materials, which are used on the course are provided on an electronic tablet that participants take away with them. This provides flexible access to all the resources and is highly valued by 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 checked="" type="radio"/> Yes | <input type="radio"/> No | <input 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 _____

Regular and supportive oral feedback is provided to participants in the discussions and question and answer sessions that take place during the training sessions.

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

Participants are well supported. They are very positive about the way that the courses are run and the information that they receive before the start of the course.

The brief induction covers the key information needed and includes appropriate health and safety matters.

17.7 The risks associated with radicalisation and extremism are very low for the participants but staff have not received the required training in this area.

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. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 18.2 | International participants receive an appropriate induction upon arrival covering issues specific to the local area. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 18.3 | Information and advice specific to international participants continues to be available throughout the course of study. | <input checked="" type="radio"/> Yes <input type="radio"/> 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. | <input checked="" type="radio"/> Yes <input type="radio"/> No |

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

Comments

In liaison with the participants' human resources department, international participants receive appropriate advice and assistance prior to and on arrival. Participants are executives who are experienced in international travel.

The course content helps participants to reflect on commercial life in the UK and how this compares with the experiences in their own country. All courses are delivered in English, which is the main business language in the participants' country of origin.

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. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 19.2 | Participants have access to a fair complaints procedure of which they are informed in writing at the start of the course. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 19.3 | Participants are advised of BAC's own complaints procedures. | <input checked="" type="radio"/> Yes <input type="radio"/> No |

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

Comments

Appropriate and fair contractual arrangements are in place for the course enrolments.

The complaints procedure is included within the Participant Handbook that is handed out during the induction. This complaints procedure includes an appropriate reference to BAC's complaints procedures.

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

All the courses include a visit to London's main tourist and cultural attractions. The visit includes a Thames river boat trip.

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 Provider has a secure tenancy on its office premises and flexible training accommodation is available within Airport House.

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

Airport House provides a very secure and flexible business environment. It is maintained to an appropriate standard for the training of executives. Air conditioned classrooms provide a comfortable space for effective learning.

The Participant Handbook contains useful health and safety information including fire safety information, the location of the first aid box and what to do in the event of an emergency.

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

The training rooms are suitable for the classes. They are equipped with air conditioning and multi-media projectors.

Airport House has training rooms of various sizes. As a result, appropriate rooms can be booked according to the number of participants booked onto a course.

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

Appropriate breakout spaces that include a cafe and restaurant are available for staff and participants. Wireless internet access is available in these locations.

A large office is available for the Business Development Manager and Administrator.

Most preparation is undertaken by the self-employed trainers at home.

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 online systems to administer and organise its courses.

The courses provided are very well managed.

The reflective journal that participants complete at the end of each day provides very good feedback that indicates the main points learnt that day, and how their skills and knowledge can be developed further.

Actions required	Priority H/M/L
4.2 The website and all associated documentation must feature the Rebecca Charles International name and branding.	<input type="radio"/> High <input checked="" type="radio"/> Medium <input type="radio"/> Low

TEACHING, LEARNING AND ASSESSMENT

Provider's strengths

Well taught courses meet the needs of participants very well.

Course trainers are very experienced and well qualified and use their commercial experience effectively to enliven their teaching.

Participants benefit from very effective and inspirational teaching that provides appropriate challenge through the good use of questioning.

Actions required	Priority H/M/L
11.3 11.4 The Provider must ensure that regular observations of teaching and learning are undertaken to inform quality assurance and to support the trainers' on-going professional development.	<input type="radio"/> High <input checked="" type="radio"/> Medium <input type="radio"/> Low

PARTICIPANT WELFARE

Provider's strengths

Participants are well cared for and appreciate the support provided.

Actions required	Priority H/M/L
17.7 Staff must have training to ensure that they are able to protect participants from the risks of extremism and radicalisation.	<input type="radio"/> High <input checked="" type="radio"/> Medium <input type="radio"/> Low

PREMISES AND FACILITIES

Provider's strengths

The premises provide a professional environment for learning.

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

RECOMMENDED AREAS FOR QUALITY IMPROVEMENT

It is recommended that the Provider collates and reviews the overall performance of courses on an annual basis, in order to identify and reflect on trends in the performance of courses over time.

The Provider should maintain a record of the trainers' continuous professional development activities in order to monitor this aspect and to ensure that the trainers are up-to-date.

COMPLIANCE WITH STATUTORY REQUIREMENTS