



BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

INTERIM VISIT (Short Course Provider)

PROVIDER: Edinburgh New Town Cookery School

ADDRESS: 7 Queen Street
Edinburgh
EH2 1JE

HEAD OF PROVIDER: Ms Fiona Burrell

DATE OF VISIT: 27 June 2017

ACCREDITATION COMMITTEE DECISION AND DATE: Continued Accreditation 27 July 2017

PART A - INTRODUCTION

1. Background to the provider

Edinburgh New Town Cookery School (ENTCS/the School) was established in Edinburgh in 2009 by its current Principal. It is a private limited company, which was incorporated in April 2009. There are three Directors and a Secretary on the Board. The Principal is also the owner and Managing Director.

The School aims to offer courses that will put every student on the right path to becoming a successful cook.

ENTCS provides a wide range of short and long courses, which are relevant to a wide range of abilities from complete beginners to more experienced amateur cooks and those with aspirations to have a career in the food industry. The courses range from a one-day course to a 22-week full time programme. All courses emphasise the development and application of practical skills.

2. Brief description of the current provision

The School offers professional certificated courses. A one-month basic cookery course is offered, which develops cookery life skills and provides a grounding for entry-level food industry jobs. The course includes completion of the Royal Environmental Health Institute of Scotland (REHIS) Basic Food Hygiene course. Another course is a three-month beginner's course designed for those who wish to become professional cooks but is also suitable for amateurs wishing to enhance their cookery skills. This course includes the RHEIS Basic Food Hygiene course and the Wine and Spirit Education Trust (WSET) Foundation Level Wine Course. In addition, there is a three-month intermediate course for those with a solid grounding in basic skills who want to improve their knowledge and expertise and their job prospects. This course builds on the foundation of the beginner's course and develops more advanced techniques. It includes the Basic Food Hygiene course for those who have not already taken it and the WSET Intermediate Level 2 Wine Course. Finally, the six-month practical cookery diploma is a combination of the three months beginner's and the three months intermediate course and includes work experience placements in local restaurants.

All the certificated courses are a combination of practical cookery, expert cookery demonstrations and talks and lectures on various topics. They are all formally assessed and lead to internal ENTCS awards.

The School retains its association with Queen Margaret's University (QMU). Students from QMU's Tourism and Hospitality (T & H) degree course spend half a day a week at the School for two semesters, which amounts to a total of 22 weeks.

The School also offers a wide range of uncertificated short courses. In the appendix to the 2015-2016 annual report, more than 30 are referenced, ranging from evening classes to a two-week course.

At the time of the visit, the School was running the one-month course, the three-month intermediate course and the six-months diploma. Students were also enrolled for a one-day course to be held on 1st July.

3. Inspection visit process

The inspection was conducted for half a day by one inspector. Meetings were held with the Principal and there were informal discussions with some staff. A tour of the premises was undertaken. Students learning practical skills were observed in the teaching kitchen. Discussions were held with two students, one on the

diploma course who had completed the three months beginner's course and a student on the month-long course. Various relevant documentation was scrutinised.

4. Inspection history

Full accreditation inspection:	3-4 March 2011
Interim inspection:	31 July 2012
Full accreditation inspection	13 & 15 April 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

The number of enquiries about enrolments on certificated courses has been lower for the last two years and student numbers have decreased on some programmes. However, enrolments on the one- month course have increased from 10 in 2015-16 to 12 in the year 2016-17. The School's range of short uncertificated courses have remained popular and successful.

2. Response to action points in last report

7.4 The School must introduce a mechanism to analyse and respond to student feedback.

Feedback forms are handed out after every day course, week course and diploma and certificate course. After the short courses, staff review the participants' feedback and act on suggestions and negative comments. The feedback, which is obtained from students on certificated courses via the form and at their end-of-course exit interview face-to-face, is passed to the Principal for consideration and, where appropriate, action is taken.

However, while the School is conscientious in obtaining as much student feedback as it can and acting where possible, there is scope for analysing and responding to it in a more strategic way for quality assurance, marketing and business development purposes. A policy and a system for collecting, evaluating and acting upon feedback from individual students and cohorts of students is, therefore, still required.

8.2 8.3 The School must produce a brief annual report and action plan that summarises evidence of the School's performance (including enrolments, retention, results and student feedback) and sets out key development objectives for the following year.

The School has produced a brief annual report for the year September 2015 to August 2016. The summary information includes enrolment and retention, results and student feedback. The spreadsheets that are referenced in and accompany the report show the numbers in more detail.

19.3 Students must be advised of BAC's complaints procedure.

The students on the certificate courses are given copies of the student handbook on their arrival. This includes the BAC procedure.

Those attending non-certificated courses are not currently informed about the BAC complaints procedure. The School's evaluation of these short courses identifies if attendees have any issues and the School addresses these. The School intends to put the BAC complaints procedure on its website.

3. Response to recommended areas for improvement in last report

The School should extend its staff appraisal scheme to include teaching staff.

The scheme has been extended to all staff.

The School should continue to gather and collate as much evidence as possible of successful progression by students as evidence of the quality and value of its courses

The School obtains good verbal feedback about its students from employers and employers approach the School to recruit students. There is also feedback to the School from QMU. However, more formal evidence about successful progression would provide another form of quality assurance for the School and could be a useful marketing tool.

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		✓		
<p>Comments</p> <p>The Performance Appraisal Manual provides a detailed structure for the appraisal process, which is now applied to all staff.</p> <p>Policies on student punctuality and absence are included in the student handbook. Students who are absent for more than three days from a one-month course or more than eight days from a three-month course, are not eligible to take the end of course examination.</p> <p>7.4 There is still scope for analysing and responding to student feedback in a more strategic way.</p>				

4.2 Teaching, Learning and Assessment (spot check)

	Met	Partially met	Not met	
The standards are judged to be	✓			
<p>Comments</p> <p>There is a practical and theoretical formal assessment at the end of each course. Students must pass the practical examination to obtain their certificate. There is assessment after each practical session, as the meals that the students produce are tasted and evaluated by staff.</p> <p>Students have an interim formative assessment, which is a half-term review. This provides students with an opportunity to receive formal feedback on their progress in time for them to try and remedy any deficiencies before the summative end of course assessment.</p> <p>At the end of the diploma and certificate courses, each student has a one-to-one meeting with their teacher to discuss their performance and results.</p>				

4.3 Participant Welfare (spot check)

	Met	Partially met	Not met	
The standards are judged to be		✓		
<p>Comments</p> <p>Students are very satisfied with the induction and the information provided in the student handbook.</p>				

19.3 Not all the students are aware of the BAC complaints procedure.

4.4 Premises and Facilities (spot check)

	Met	Partially met	Not met	
The standards are judged to be	✓			
Comments The School is a secure and impressively converted and maintained Georgian townhouse. All accommodation is of a very high standard. The School includes a demonstration theatre, with capacity for 50 students. There is a fully equipped professional teaching kitchen.				

PART C – SUMMARY OF STRENGTHS AND ACTION POINTS

STRENGTHS
<p>The Managing Director was previously the Principal of the Leith’s School of Food and Wine in London and has long-standing experience in advanced practical cookery, management, teaching and writing.</p> <p>ENTCS provides high-quality training that, in the certificated courses, equips students for the next stage of their professional training and/or work in the food industry.</p> <p>The School has the premises and resources needed to deliver its provision effectively.</p> <p>Students aspiring to a career in the industry are advised and supported to enter the job market, which is facilitated by the School’s relationship with employers.</p> <p>The students were extremely positive about all aspects of their experience at the School.</p>

ACTIONS REQUIRED	Priority H/M/L
7.4 The School should develop mechanisms for systematically analysing feedback from individuals and cohorts of students, for quality assurance and business development purposes.	H
19.3 The School should provide information about the BAC complaints procedure to students on all courses, non-certificated as well as certificated.	M

RECOMMENDED AREAS FOR IMPROVEMENT
The School should continue to develop their annual report process.
The School should consider introducing a systematic collection and use of evidence about certificated students’ subsequent careers in order to provide an additional form of quality assurance for the School. This could be a useful marketing tool.

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