

BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

International Centre (IC) Reaccreditation Inspection

INSTITUTION: Ethan Hathaway

ADDRESS: Suite 823B
8/F, Star House
3 Salisbury Road
Tsim Sha Tsui
Kowloon
Hong Kong

HEAD OF INSTITUTION: Mr Vincent Po & Mrs Fiona Lee

DATE OF INSPECTION: 19, 21 & 22 November 2017

ACCREDITATION STATUS AT INSPECTION: Accredited

DECISION ON REACCREDITATION:

- Reaccreditation awarded for the full three-year period.
- Decision on reaccreditation deferred.
- Award of reaccreditation refused.

Date: 8 February 2018

1. Background to the institution

Ethan Hathaway (the Institution) provides business and financial training courses and coaching for business executives and financial professionals from various countries. The provision is delivered both in-house for specific clients and online. The Institution is established as a private limited company and was formed in August 2005 by its two owners. The owners are Directors of the company. The head office of the company is located in Hong Kong and the training takes place in hotel conference facilities in locations such as Lagos, Singapore, Nairobi, London and Dubai. The first training was delivered in April 2006.

The two Directors manage and run the Institution assisted by an administrator. One of the owners is the Director of Marketing and the other is the Director of Business Development.

Ethan Hathaway's mission is to deliver practical training courses that give financially valuable skills to clients around the world.

2. Brief description of the current provision

The large majority of Ethan Hathaway's training is instructor led. A yearly schedule of open public courses is offered. The largest volume of courses takes place in the fourth financial quarter, between October and December to fit in with the typical spending patterns for training by large banks. In addition to these scheduled courses, Ethan Hathaway also provides bespoke in-house training to meet the needs of clients within the financial sector and other sectors such as oil and gas, fast moving consumer goods (FMCG) and logistics. It also offers standalone online training courses, which consist of pre-recorded webinars and e-books.

The courses are developed and delivered by self-employed trainers. The provision covers a wide range of business and financial topics such as Asset and Liability Management, Accounting and Auditing, Credit and Corporate finance, Compliance and Risk Management, Capital Markets and Derivatives, Project and Trade Finance, Treasury Management, Leadership and Supply Chain Management, Oil and Gas topics and Project Management.

In a typical year, around 300 delegates attend the courses. Delegates include those undertaking senior roles in organisations such as international banks and multi-national companies. The delegates are mainly sponsored by their company to attend training as part of their learning and development. Courses typically range in duration from two to five days.

At the time of the inspection, 80 part-time delegates were enrolled, the majority of whom were male. The delegates, who were undertaking face-to-face learning, were enrolled on five full-day sessions. They were from Indonesia, China, Singapore, Nigeria, Ghana, Kenya, Saudi Arabia, the United Arab Emirates, Malaysia, Oman, Kuwait and the United Kingdom. The majority of delegates were enrolled on the Certified Procurement and Purchasing Specialist, Certified Corporate Compliance Specialist and the E-banking Opportunities Specialist courses. Other delegates were undertaking courses sessions in Certified Business Operations and Enterprise Risk Management. These courses were delivered either online or face-to-face.

3. Inspection process

The inspection was carried out by one inspector over two and a half days. An observation of teaching and learning was carried out at a hotel training venue in Dubai, where a class of four delegates were attending a five day session on procurement and purchasing. A tour of the training premises in Dubai was undertaken and staff and students were interviewed. Various documentation was reviewed. The second and third days were spent at the head office in Hong Kong. The inspection included scrutinising documentation, reviewing online systems and meetings with both the Directors and the Administrator. The Directors provided the inspector with all the necessary documentation in order to conduct the inspection effectively both in Dubai and Hong Kong. The staff co-operated well with requests to supply additional information.

4. Inspection history:

Inspection Type	Date
Full Accreditation	24 & 26 Nov 2014
Interim	28 April 2016

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 institution.

INSPECTION AREA - MANAGEMENT, STAFFING AND ADMINISTRATION

1. The institution 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 institution 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. | <input checked="" type="radio"/> Yes <input type="radio"/> No |

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

Comments

Ethan Hathaway is a family run business, which is managed very effectively. One person is responsible for marketing and the other for business development. Both Directors have suitable qualifications and extensive experience in the corporate sector.

The Directors have daily informal meetings and discussions. Formal recorded meetings take place between the teaching staff and the Administrator. Management team meetings are documented.

The personnel who host course delegates at the venues provide daily feedback to the head office in Hong Kong. As a result, the head office staff are aware of any issues that arise during the training.

2. The administration of the institution 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 institution. | <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 institution. | <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 |

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

Comments

The Administrator has been appropriately trained in the use of standard operating procedures, formatting course materials, creating certificates, updating course analysis reports and the use of the Customer Relationship Management electronic system. The processes in place, together with the fact that there is a suitably trained administrator, ensure that all arrangements for external course delivery run smoothly.

The internal messaging system, called The Slack System, is robust and secure. Data collection and collation systems are detailed, suit the needs of the Institution and are reported to be exemplary by the trainers. Inspection findings support this view.

The Directors have developed a bespoke, high quality electronic system to support the efficient running of the organisation.

3. **The institution employs appropriate 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

Prior to appointment, the suitability of all staff is assessed through an analysis of their skills, experience and teaching styles to ensure they meet the organisation's requirements.

Administrative staff undergo regular in-house training on the operating procedures and the systems for organising the workshops and related documentation.

The performance appraisal system supports staff in benchmarking their own performance against management expectations and provides good opportunities for self-reflection.

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

- 4.1 Text and images provide an accurate depiction of the institution'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 website provides helpful, accurate and detailed information on the courses to delegates and their sponsors. Delegates report that they find the information provided on the website to be extremely helpful, especially as the training, workshops and modules are created a year in advance. This enables the delegates and their sponsors to make plans a year in advance.

5. **The institution takes reasonable care to recruit and enrol suitable learners for its courses**

- 5.1 Entry requirements for each course are set at an appropriate level and clearly stated in the course descriptions seen by prospective learners. Yes No
- 5.2 A formal application process ensures that learners meet the entry requirements and any claimed qualifications are verified. Yes No NA
- 5.3 Learners are properly briefed on the nature and requirements of the courses for which they apply, and all application enquiries responded to promptly and appropriately. Yes No
- 5.4 Any overseas recruitment agents are properly selected, briefed, monitored and evaluated. Yes No NA
- 5.5 Learners receive a proper initial assessment which includes language ability to confirm their capability to complete the courses on which they are enrolling. Yes No NA

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

Comments

Companies sponsor their staff to attend the courses on the basis of the companies' perceived need and there are no pre-requisite qualifications. However, the courses clearly indicate the job roles for which they are suitable.

Delegates and sponsors are readily able to access appropriate information on what to expect from attendance on a course and the suitability of the course for their job roles. The trainer confirmed that the learners who are enrolled are suitable for the course they are attending. Inspection findings confirm this view.

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

- 6.1 There is a clear and published policy on learner attendance and punctuality, requiring that they attend at least 80% of their scheduled classes. Yes No
- 6.2 Accurate and secure records of attendance and punctuality at each session are kept for all learners, collated centrally and reviewed at least weekly. Yes No
- 6.3 Learner absences are followed up promptly and appropriate action taken. Yes No

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

Comments

Full attendance is required on all face-to-face learning. If a delegate fails to attend, the host at the training venue will contact the delegate as soon as possible to see if any assistance is required. Registers are taken once a day. As a result, attendance rates are very high, with the vast majority of delegates attending all sessions.

Some of the sponsoring companies require attendance verification forms to be completed on a daily basis.

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

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|-----|--|---|
| 7.1 | The institution has effective mechanisms for obtaining feedback from learners and other stakeholders (such as staff, partner institutions and employers) on all aspects of the institution's provision, including formal learner representation where appropriate. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 7.2 | Feedback is obtained, recorded and analysed on a regular basis. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 7.3 | The feedback is reviewed by management and action is taken where necessary. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 7.4 | There is a mechanism for reporting on the institution's response to the feedback to the learner body. | <input checked="" type="radio"/> Yes <input type="radio"/> No |

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

Comments

Delegates complete feedback forms after each course. The feedback forms provide a good method of reviewing performance and there is a good spread of appropriate questions. The feedback forms also provide useful marketing information and ideas for future course development.

There is an open door policy and candidates can approach the trainer or e-mail the Institution's staff at any time with any concerns. As a result, if any concerns are raised, appropriate action can be taken in response to the feedback very quickly, in order to ensure the comfort and well being of all the delegates.

The feedback is analysed and the action taken, as a result of the feedback, is recorded to enable effective monitoring.

8. **The institution has effective systems to review its own standards and assess its own performance with a view to continuing improvement**

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|-----|---|---|
| 8.1 | There are effective systems for monitoring and periodically reviewing all aspects of the institution's performance. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 8.2 | Reports are compiled at least annually which present the results of the institution's reviews and incorporate action plans. Reports include analysis of year-on-year results on learner satisfaction, retention, achievement, examination results and completion rates. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 8.3 | Action plans are implemented and regularly reviewed, with outcomes reported to the management. | <input checked="" type="radio"/> Yes <input type="radio"/> No |

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

Comments

An appropriate annual reporting process is conducted as part of a regular cycle of review, during which improvements that can be made to improve the quality of the provision are discussed. Self-evaluation is used effectively as part of the review process and the evaluation of the Institution's performance. Delegates, sponsors and instructors are involved in the review process and their views taken into account.

Action plans have clear, ambitious but realistic targets, which show how the provision has been developed and improved over time.

Effective engagement with delegates, instructors and sponsors makes a strong contribution to improving the Institutions' outcomes.

INSPECTION AREA - TEACHING, LEARNING AND ASSESSMENT

9. Academic management is effective

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|-----|---|---|
| 9.1 | There is a suitably qualified and experienced academic manager or academic management team with responsibility for teaching, learning and assessment. | <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 tutors to classes provides for a consistent learning experience. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 9.4 | There is an appropriate policy and effective procedures for the acquisition of academic resources. | <input checked="" type="radio"/> Yes <input type="radio"/> No |

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

Comments

The Operations Manual includes relevant information about what to take into account when allocating instructors to courses and training venues.

The training venues are chosen well to suit the course delivery.

The Directors ensure that the trainers have a passion for their chosen topics and that they are experts in their particular sector with relevant and up-to-date experience. Trainers use training activities that are accurately focused on meeting the delegates' needs and promote effective learning. As a result the outcomes for the delegates are good.

High quality and sector specific training resources are developed by the trainer and produced by the Institution. They are used well to engage and motivate the delegates.

10. **The courses are planned and delivered in ways that enable learners to succeed**

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- 10.1 Courses are designed and delivered in ways that allow learners to develop the knowledge and skills which will be required to achieve stated learning outcomes or for final examinations or assessments. Yes No
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- 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
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- 10.3 Formative assessments appropriately reflect the nature and standards of summative examinations. Yes No NA
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- 10.4 Learners are encouraged and enabled to develop independent learning skills. Yes No
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- 10.5 Full-time courses requiring learners to attend for 15 hours or more per week are timetabled over at least three days. Yes No
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- 10.6 Any required coursework and revision periods are scheduled in advance. Yes No NA
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- 10.7 The academic or professional backgrounds and particular needs of learners 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

The courses are designed well by industry experts and practitioners and meet the needs of the delegates well. The course descriptions clearly indicate the job roles for which they are suitable.

The trainers encourage delegates to develop independent learning skills and to think and work creatively. The learners say that their needs and requirements are taken into account in the sessions and they are acquiring important up-to-date information and knowledge. Inspection findings confirm this view.

An appropriate internal multiple choice assessment is used well to test learning. Instructors set challenging tasks, which are based on this assessment and provide guidance to delegates to enable them to know how to improve their work.

The trainers show a good understanding of the needs and prior attainment and knowledge of the delegates and plan their delivery accordingly.

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

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

Ethan Hathaway uses trainers with specialist skills and expertise in their field. They have a minimum of 15 years of industry experience and are, therefore, very knowledgeable. They use effective learning activities, which are well planned and motivate and engage the students well. The case studies and scenarios that are used match the delegates' needs well with respect to their individual cultural needs and aptitudes.

The delegates' course evaluation forms are scrutinised by senior managers and any concerns are followed up with the individual trainer. The evaluation forms are seen by the trainer as part of the feedback process and so that they know what has gone well and what they may need to do to improve.

11.4 The trainers are self-employed and undertake their own continuing professional development. Therefore, this standard is not applicable.

12. **The institution provides learners and tutors with access to appropriate resources and materials for study**

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

Comments

Delegates are provided with comprehensive course materials, which are developed by the trainers and produced by Ethan Hathaway.

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

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|------|--|--------------------------------------|--------------------------|-------------------------------------|
| 13.1 | Courses are planned to include a schedule of assessments, the procedures and criteria for which are available in writing and in advance to learners and tutors. | <input checked="" type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> NA |
| 13.2 | Assessment outcomes are monitored to enable the identification of learners who are not making satisfactory progress and prompt intervention where appropriate. | <input type="radio"/> Yes | <input type="radio"/> No | <input checked="" type="radio"/> NA |
| 13.3 | Learners are made aware of how their progress relates to their targeted level of achievement. | <input checked="" type="radio"/> Yes | <input type="radio"/> No | |
| 13.4 | The institution takes appropriate steps to identify and discourage cheating and other misdemeanours, and to penalise offenders. | <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 learners 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 | Oral and written feedback is given to individual learners on a regular basis, tailored to meet their specific needs and constructive in its nature and delivery. | <input checked="" type="radio"/> Yes | <input type="radio"/> No | |
| 13.7 | Learners have appropriate access outside class time to tutors for academic support. | <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

Courses include a final multiple choice assessment to test the delegates' learning from the course.

The delegates receive a certificate of attendance on successful completion of the certifying programmes.

In class sessions, the trainer sets suitably challenging activities and uses relevant scenarios to inspire the delegates to achieve high levels of learning.

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

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|------|--|---------------------------|--------------------------|--------------------------|
| 14.1 | For courses leading to a national award in the country the institution operates in, the award is formally recognised by the national award-validating body. | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> NA |
| 14.2 | For courses leading to the award of a UK degree, the institution has a formal agreement with a recognised UK degree-awarding body. | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> NA |
| 14.3 | For courses leading to other UK awards, the awarding body is recognised by the relevant regulator. | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> NA |
| 14.4 | For courses leading to the award of an overseas degree, the institution has a formal partnership agreement with the overseas degree-awarding body, which is itself accredited by a recognised national agency. | <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

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 and evidence that learners who receive the award meet the stated requirements for that level. Yes No NA
- 15.2 There is evidence of the extent to which the awards are accepted for the purposes of employment or further study. Yes No NA
- 15.3 External moderators are involved in the assessment process where appropriate. Yes No 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 institution complies with the requirements of the relevant awarding bodies in terms of examination security and administration. Yes No NA
- 16.2 For internal awards, there are effective systems in place for examination security and administration, and clear procedures for learners to appeal against their marks. Yes No NA

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

Comments _____

17. **There is appropriate provision of advice for learners intending to proceed to employment or higher/further education**

- 17.1 Learners have access to advice from appropriate staff member on further study and career opportunities. Yes No
- 17.2 If the institution offers courses preparing learners for higher education, they have access to prospectuses and to advice from a designated staff member both on selecting courses and institutions and on the application process. Yes No NA

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

Comments _____

Delegates provide information in their feedback forms relating to any additional courses in which they are interested. The managers respond to these requests and provide information and guidance about further courses as necessary.

INSPECTION AREA - LEARNER WELFARE

18. Learners receive pastoral support appropriate to their age, background and circumstances

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|------|---|---|
| 18.1 | There is at least one named staff member responsible for learner welfare who is suitably trained, accessible to all learners and available to provide advice and counselling. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 18.2 | Learners receive appropriate advice before arrival. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 18.3 | Learners receive an appropriate induction and relevant information upon arrival. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 18.4 | Learners are issued with a contact number for out-of-hours and emergency support. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 18.5 | The institution has policies in place to avoid discrimination and a published procedure for dealing with any abusive behaviour. | <input type="radio"/> Yes <input checked="" type="radio"/> No |

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

Comments

Delegates receive a detailed fact sheet with all the information they require before arrival, including information about airport transfers, accommodation, internal travel and hotel facilities. On the first day, they receive an appropriate induction, which includes details about health and safety and first aid arrangements.

At the hotel venues, the course host is responsible for the delegates' welfare and deals with any queries that arise.

Trainers are available to provide support to the delegates outside class hours. The hosts at the training delivery venues are also available as an out of hours contact person.

18.5 There is no policy to avoid discrimination and for dealing with any abusive behaviour.

19. International learners are provided with specific advice and assistance

- | | | |
|------|--|---|
| 19.1 | International learners receive appropriate advice before their arrival on travelling to and staying in the country. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 19.2 | International learners receive an appropriate induction upon arrival covering issues specific to the local area. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 19.3 | Information and advice specific to international learners continues to be available throughout the course of study. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 19.4 | Provision of support takes into account cultural and religious considerations. Where possible, learners 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

International delegates receive appropriate information including about the training venue and its location.

The hotels, where the training takes place, provide food which caters for all diets and tastes. Cultural and religious considerations are fully taken into account. For example, halal food is available and there is a dedicated prayer room.

Delegates say that they receive good advice and guidance prior to arrival and are made to feel comfortable and welcome by both the host at the hotel and by the trainer. Inspection findings confirm this view.

20. **The fair treatment of learners is ensured**

- 20.1 Learners apply for and are enrolled on courses under fair and transparent contractual terms and conditions. Yes No
- 20.2 Learners have access to a fair complaints procedure of which they are informed in writing at the start of the course. Yes No

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

Comments

Ethan Hathaway has a fair and comprehensive complaints procedure that includes relevant information about the British Accreditation Council's own complaints policy. Delegates are aware of these procedures.

21. **Where residential accommodation is offered, it is fit for purpose, well maintained and appropriately supervised (if applicable)**

- 21.1 Any residential accommodation is clean, safe and of a standard which is adequate to the needs of learners. Yes No
- 21.2 Any residential accommodation is open to inspection by the appropriate authorities. Yes No NA
- 21.3 A level of supervision is provided appropriate to the needs of learners. Yes No

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

Comments

22. **Where home-stay accommodation is organised, the welfare of learners is ensured and the institution's relationship with hosts is properly managed**

- 22.1 Due care is taken in selecting home-stay accommodation which both provides a safe and comfortable living environment for learners and is appropriately located for travel to the institution and back. Yes No
- 22.2 Any home-stay accommodation is inspected before learners are placed and is subject to regular re-inspection by a responsible representative or agent of the institution. Yes No
- 22.3 The institution has appropriate contracts in place with any hosts, clearly setting out the rules, terms and conditions of the provision. Yes No
- 22.4 Appropriate advice and support is given to both hosts and learners before and during the placement. Yes No
- 22.5 Clear monitoring procedures are in place with opportunities for learner 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

23. **The institution provides an appropriate social programme for learners and information on leisure activities in the area**

- 23.1 Learners are provided with appropriate information on opportunities for participation at events and other leisure activities which may be of interest. Yes No
- 23.2 The social programme is responsive to the needs and wishes of learners. Yes No NA
- 23.3 Any activities within the social programme have been chosen with consideration for their affordability by the majority of learners. Yes No NA
- 23.4 Any activities organised by the institution 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 _____

INSPECTION AREA - PREMISES AND FACILITIES

24. **The institution has secure possession of and access to its premises**

- 24.1 The institution has secure tenure on its premises. Yes No NA
- 24.2 Where required, the institution has access to suitable external premises for academic or non-academic purposes of a temporary or occasional nature. Yes No NA

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

Comments _____

Ethan Hathaway has secure possession of the head office premises in Hong Kong. There is a rolling lease until October 2018.

Training takes place in high quality hotels, with which Ethan Hathaway has established relationships.

25. **The premises provide a safe, secure and clean environment for learners and staff**

- 25.1 Access to the premises is appropriately restricted and secured. Yes No
- 25.2 The premises are maintained in an adequate state of repair, decoration and cleanliness. Yes No
- 25.3 There are specific safety rules in areas of particular hazard (e.g. science laboratories), made readily available to learners, staff and visitors. Yes No NA
- 25.4 General guidance on health and safety is made available to learners, staff and visitors. Yes No
- 25.5 There is adequate signage inside and outside of the premises and notice boards for the display of general information. Yes No
- 25.6 There is adequate circulation space for the number of learners and staff accommodated, and a suitable area in which to receive visitors. Yes No
- 25.7 There are toilet facilities of an appropriate number and level of cleanliness. Yes No
- 25.8 There is adequate temperature control and ventilation in all rooms. Yes No

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

Comments

The administrative office in Hong Kong is appropriately secure and is adequately maintained and equipped.

The training takes place in conference rooms within high quality hotels. The venues provide a very comfortable environment for learning.

At the start of the course, delegates are introduced to the venue and its facilities and receive detailed health and safety information. This includes the hotel's safety and emergency guidelines, evacuation procedures and routes.

26. **Training rooms and other learning areas are appropriate for the courses offered**

- 26.1 Training rooms and other learning areas provide adequate accommodation in size and number for the classes allocated to them. Yes No
- 26.2 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
- 26.3 There are facilities suitable for conducting the assessments required on each course. Yes No

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

Comments

The conference rooms that are used for training purposes are of a high quality and spacious. They are well equipped.

27. **There are appropriate additional facilities for learners and staff**

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|------|---|--------------------------------------|--|
| 27.1 | Learners have access to sufficient space and suitable facilities for private study, including library and IT resources. | <input checked="" type="radio"/> Yes | <input type="radio"/> No |
| 27.2 | Teaching staff have access to sufficient personal space for preparing lessons, marking work and relaxation. | <input checked="" type="radio"/> Yes | <input type="radio"/> No |
| 27.3 | Learners and staff have access to space and facilities suitable for relaxation and the consumption of food and drink where appropriate. | <input checked="" type="radio"/> Yes | <input type="radio"/> No <input type="radio"/> NA |
| 27.4 | Learners and staff have access to storage for personal possessions where appropriate. | <input type="radio"/> Yes | <input type="radio"/> No <input checked="" type="radio"/> NA |
| 27.5 | There are individual offices or rooms in which academic staff and senior management can hold private meetings and a room of sufficient size to hold staff meetings. | <input checked="" type="radio"/> Yes | <input type="radio"/> No |
| 27.6 | Administrative offices are adequate in size and resources for the effective administration of the institution. | <input checked="" type="radio"/> Yes | <input type="radio"/> No |

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

Comments

Suitable break-out rooms and additional facilities for private study are available. Delegates bring their own mobile devices to the training event and have access to wireless internet access.

The hotel facilities provide good access to space for relaxation and consumption of food and drink.

The administrative office in Hong Kong is adequate in size and is fully equipped for the effective administration of the Institution.

COMPLIANCE WITH STATUTORY REQUIREMENTS

Declaration of compliance has been signed and dated. Yes No NA

PART C - SUMMARY OF STRENGTHS AND ACTION POINTS

Numbering of action points aligns with that of the minimum standards

MANAGEMENT, STAFFING AND ADMINISTRATION

Institution's strengths

The Directors provide a clear vision and strategic direction for Ethan Hathaway.

Very good use is made of information technology systems to manage the delivery of the training around the world efficiently.

Good use of data and information on student feedback is made to plan and review the courses and services provided by Ethan Hathaway.

Management is successful in securing high quality trainers who are well qualified and experienced from around the world.

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

TEACHING, LEARNING AND ASSESSMENT

Institution's strengths

Courses on offer are accurately focused on meeting the delegates' needs.

The highly qualified and experienced trainers have excellent knowledge of their subject areas.

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

LEARNER WELFARE

Institution's strengths

The support for the delegates is very good and their welfare needs are effectively identified and met by the staff.

Actions required	Priority H/M/L
18.5 Ethan Hathaway must have a published policy to avoid discrimination and for dealing with any abusive behaviour.	<input type="radio"/> High <input checked="" type="radio"/> Medium <input type="radio"/> Low

PREMISES AND FACILITIES

Institution's strengths

The training venues are of a very high quality and provide a comfortable teaching and learning environment.

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

RECOMMENDED AREAS FOR IMPROVEMENT

None

COMPLIANCE WITH STATUTORY REQUIREMENTS