

# BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

## Short Course Provider (SCP) Full Inspection

**ORGANISATION:** London Training Centre

**ADDRESS:** Business Development Centre  
7-15 Greatorex Street  
London  
E1 5NF

**HEAD OF ORGANISATION:** Mr Abdul Hoque Habib

**DATE OF INSPECTION:** 20 & 27 March 2018

**ACCREDITATION STATUS AT INSPECTION:** Unaccredited

### DECISION ON ACCREDITATION:

- Accreditation awarded for the full four-year period.
- Probation accreditation.
- Decision on accreditation deferred.
- Award of accreditation refused.

Date: 25 June 2018

### 1. Background to the organisation

London Training Centre (LTC/the Provider) was established in 2000 by its current owner, who was a freelance teacher and is the head of the Provider. LTC was registered as a limited company in 2011. LTC specialises in delivering training courses covering food safety and health and safety. LTC's clients were originally from the Bangladeshi community and required food hygiene and first aid training, with accompanying translation, that was suited to their cultural requirements and to enable them to gain employment in the local area.

The main aim of LTC is to provide a range of good quality, comprehensive and cost effective courses, primarily in response to training requests made by some of London's local authorities. It also provides training for housing associations, community colleges, hotels, local businesses and community organisations.

Its premises are located in East London, between Whitechapel and Aldgate East underground stations. Courses are delivered at LTC's training and testing premises in East London or off-site at an employer's premises.

### 2. Brief description of the current provision

LTC's courses are between one and five days in length. It offers a Level 1 Award in Health and Safety in a Construction Environment and Level 2, 3 and 4 Awards in Health and Safety in the Workplace. These are accredited by either the British Safety Council (BSC), the Qualifications Network UK (QNUK) or Highfields. The Level 2, 3 and 4 Awards in Food Safety in Catering are accredited by either Highfields or the QNUK. The Level 3 Awards in Emergency First Aid or First Aid are accredited by Highfields and QNUK. The Level 3 Award in Emergency Paediatric First Aid and Paediatric First Aid are accredited by Highfields and QNUK and the Level 2 Award in Customer Service is accredited by Highfields and QNUK. LTC offers courses which meet the minimum legal requirement for employment in the construction and catering industries.

LTC offers the Level 3 Diploma in Health and Social Care course and the Level 3 Diploma in Teaching Assistant course, which are validated by the Northern Council for Further Education (NCFE).

LTC also offers preparation courses for the B1 Spoken English Language Test (SELT), which is validated by Trinity College London Examinations Board, the Life in the UK 2018 test, the B1 Private Hire Drivers test, the A2 Secure English Language Test and the B1 Indefinite Leave to Remain or British Citizenship test. These courses are preparation courses. When participants are ready they sit the tests at examination centres in Holborn, Croydon or Hammersmith.

In addition, LTC offers online Continuing Professional Development (CPD) courses, which are accredited by Psittacus Systems. Participants are able to log on online and they complete an end-of-course test. The online courses cover areas such as Allergen Awareness, Basic Life Support, Conflict Resolution, First aid, Fire Warden and Fire Marshal training, Food Safety in Catering, Nutrition awareness, Safeguarding children and Safeguarding vulnerable adults.

Finally, LTC offers tailor-made courses designed to fit an organisation's individual requirements regarding food safety and health and safety.

A number of companies regularly send their staff to LTC for statutory training. The majority of the participants on LTC's courses are British. A minority of participants are Bangladeshi, Indian, Pakistani, African and Eastern European and are resident in the United Kingdom. During the inspection, nine participants were present on LTC's courses, the majority of whom were male.

### 3. Inspection process

The inspection was completed by one inspector over two days. Meetings were held with the Managing Director, who is also the owner, the Business Development Manager and the person responsible for safeguarding. Observations were completed of the training taking place. The inspector also met with a group of students. A comprehensive range of documentation was also scrutinised and a tour of the premises was carried out.

## 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 management team is effective and the owner of the company is involved in the day-to-day operation of the organisation.

The management and staff maintain clear channels of communication. An effective communication system operates in the administration office to ensure that all members of staff have access to relevant information including regarding enrolments, applications, dates of courses and trainers booked. As a result, the staff are aware of the work priorities. Communication is immediate between members of the team and any matters which may arise are resolved quickly and effectively.

#### 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

The administration team is well-established. There are clear, well-defined job descriptions for the administrative posts. As a result, staff understand their role responsibilities well.

All staff have access to a shared database, which contains comprehensive information about the Provider's policies and procedures. Data collection and collation systems are comprehensive and available to all members of staff through the shared drive. A detailed database is maintained for all LTC's courses. Enquiries and enrolments are added to the database on an ongoing basis. The information on participants, including details of specific learning needs and requirements, is shared effectively between members of the administration and training teams.

The administrative office is fit for purpose and well equipped. Administration staff sit at four desks placed in a circle facing each other. This enables communication to be immediate and effective. Enquiries about courses and other queries are answered quickly and comprehensively. The office contains secure storage for participants' records.

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**

The administration and teaching team at LTC are well established and well-qualified. The owner of LTC verifies all references before engaging new staff.

3.3 LTC does not have an effective system for regularly reviewing the performance of its 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**

LTC's publicity materials provide detailed, accurate information about its location and the courses it offers. The website includes details all of the courses offered, both accredited and non-accredited, course start dates and costs.

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**

Entry requirements are set at an appropriate level for each of LTC's courses. Participants are required to provide proof of prior accreditation for enrolment on some of its courses, for example, participants on the Level 4 courses are required to provide proof of attainment at Level 2 before enrolment. Course descriptions also detail the level of English required for each course.

Enquiries are entered on LTC's database and are handled promptly. All enquirers are provided with detailed information about the courses and the the accrediting bodies' requirements.

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**

There is a clear policy on attendance and punctuality included in the learner handbook, which participants receive during the first training session on each course.

Accurate and secure records of attendance and punctuality are maintained on LTC's shared database. Information is collated and circulated to all members of staff. A review is also carried out at the end of each course and this is used to inform planning for subsequent courses.

Participant absences are followed up promptly and efficiently. If a participant is late or absent for a session a member of the administration team contacts them as soon as it becomes apparent that the participant is not present.

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**

LTC obtains feedback from participants at the end of every course. The resulting information from the feedback is collated and reviewed and the management of LTC's courses is adjusted accordingly. Reminders are also sent to participants when their training needs to be renewed in accordance with the minimum legal requirements for their occupations.

7.1 LTC does not obtain feedback from staff, partner providers and employers on all aspects of its provision.

7.4 LTC does not have a mechanism for reporting on its response to participants' comments. Most of its courses are short courses of one to five days in length so responses may not be actioned while a course is still running.

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**

A monthly team meeting takes place, which all members of the management and administration team attend. Action points are allocated and reviewed at each meeting.

8.2 LTC produces an annual financial report each year. However, it does not produce a report, which reviews the success of its programmes and the participants' experiences on its courses.

**INSPECTION AREA - TEACHING, LEARNING AND ASSESSMENT**

9. **Programme management is effective**

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

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

**Comments**

The Managing Director of the organisation is an experienced trainer and programme manager. All the management team are also qualified trainers who have experience in a wide range of disciplines. Delivery is monitored by means of participants' feedback.

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 checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA |
| 10.3 | Formative assessments appropriately reflect the nature and standards of summative examinations.   | <input checked="" type="radio"/> Yes <input type="radio"/> No <input 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**

Courses are designed to provide participants with the qualifications they require for their continuing professional development. Participants are advised about the level of knowledge they require to make progress on the course on which they are enrolling.

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.  | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 11.2 | Trainers have a level of subject knowledge, pedagogic and communicative skill which allows them to deliver the content of courses effectively.                         | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 11.3 | The appraisal procedures for trainers incorporate regular classroom observation.   | <input type="radio"/> Yes <input checked="" type="radio"/> No |
| 11.4 | Trainers are supported in their continuing professional development and enabled to develop further pedagogic techniques to enhance the learning of participants.       | <input checked="" type="radio"/> Yes <input type="radio"/> 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. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 11.6 | Trainers employ effective strategies to involve all participants in active participation and to check their understanding of concepts and course content.              | <input checked="" type="radio"/> Yes <input type="radio"/> No |

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

**Comments**

LTC's trainers are appropriately qualified. Most of the trainers also have a wide range of experience in a vocational role, which is suited to the courses they deliver.

11.3 LTC does not have a formal appraisal system in place for its trainers. The Managing Director has observed the training sessions although no formal record has been made of these observations.

Staff are encouraged to undergo regular training at LTC and they have been supported in their development as trainers by the Managing Director.

Trainers use a range of strategies to involve all participants in the sessions. This includes presentations with accompanying explanations. The trainer and participants contribute examples from their own experiences. A range of open and closed questions are used to check participants' understanding of the course content. At the end of each course, participants also take an examination under the supervision of the trainer.

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**

LTC maintains a wide range of publications and textbooks relevant to the courses it offers. Participants are provided with textbooks and course materials relevant to their programme of study.

A small library of training books is kept in the administrative office and these are accessible to staff and trainers.

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 checked="" type="radio"/> Yes | <input type="radio"/> No <input 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 checked="" type="radio"/> Yes | <input type="radio"/> No <input 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 checked="" type="radio"/> Yes | <input type="radio"/> No <input 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**

Pre-course information is provided to participants prior to enrolment. This provides relevant information about the course content and structure, the end of course examination and requirements to be successful on the course and in the examination.

Clear oral feedback is given to participants on an ongoing basis throughout their course. The activities completed by participants develop the skills and knowledge they require to pass the examination they take at the end of their course. Participants are also provided with clear guidance about the requirements of their chosen qualification during the course. Participants confirmed that they fully understood the requirements of their qualification programme and that their trainer was knowledgeable and supportive. Inspection findings confirm this view.

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**

LTC provides a wide range of courses suited to participants who require training to meet the legal requirements of their jobs for example in catering and construction. LTC's courses also offer participants opportunities for progression and many of them return to take further qualifications at a higher level.



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**

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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.  | <input checked="" type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> NA            |
| 16.2 | For internal assessments and awards, there are effective systems in place for examination security and administration, and clear procedures for participants to appeal against their marks. | <input type="radio"/> Yes            | <input type="radio"/> No | <input checked="" type="radio"/> NA |

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

**Comments**

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Examination papers are kept in a locked cupboard in LTC's administration office until they are required. All examinations are recorded and recordings are kept for two months. There are also on-site lockers which are used to store participants' personal possessions in accordance with the rules for running examinations.

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## 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. | <input checked="" type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> NA            |
| 17.2 | Participants receive appropriate advice before the start of the programme.  | <input checked="" type="radio"/> Yes | <input type="radio"/> No |                                     |
| 17.3 | Participants receive an appropriate induction and relevant information at the start of the programme.   | <input checked="" type="radio"/> Yes | <input type="radio"/> No |                                     |
| 17.4 | Participants are issued with a contact number for out-of-hours and emergency support.   | <input checked="" type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> NA            |
| 17.5 | The provider has policies in place to avoid discrimination and a published procedure for dealing with any abusive behaviour.  | <input checked="" type="radio"/> Yes | <input type="radio"/> No |                                     |
| 17.6 | Effective safeguarding arrangements are in place and are regularly reviewed to keep all participants safe.  | <input type="radio"/> Yes            | <input type="radio"/> No | <input checked="" type="radio"/> NA |
| 17.7 | Effective arrangements are in place to protect participants from the risks associated with radicalisation and extremism.  | <input checked="" type="radio"/> Yes | <input type="radio"/> No |                                     |

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

### Comments

Participants receive appropriate information before the start of the course. They also undergo a thorough induction on the first day of each course. Participants are provided with a learner handbook, which contains detailed information about the course outcomes, LTC's complaints procedure and the attendance and lateness policy. Participants confirmed that they found LTC staff to be very helpful and accessible.

The Managing Director is the student welfare officer for LTC. His contact number is given in the learner handbook.

The learner handbook has clear policies on discrimination and dealing with abusive behaviour.

There is a suitable policy and appropriate training in place to mitigate the risks of radicalisation and extremism.

### 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

Although the majority of LTC's participants are resident in the United Kingdom (UK), there are occasionally participants, who are from countries outside the UK, such as Saudi Arabia. International participants confirmed that they found it easy to enrol and had received useful information about travelling to the UK and places to stay in London during the course.

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

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

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

**Comments**

Participants have access to a fair complaints procedure, a copy of which is contained in the learner handbook which is distributed during induction on the first day of each course.

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** \_\_\_\_\_

The noticeboard in the training room displays useful information about events taking place in London which might be of interest to the participants.

## INSPECTION AREA - PREMISES AND FACILITIES

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

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

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

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

#### Comments

The organisation offers training in two locations, which are located a short distance from each other. The Business Development Centre (BDC) has training rooms of various sizes and includes the Provider's administration office. The rooms in the nearby Montefiore Centre (MC) are permanently set up as a secure testing centre, with computers, lockers and close circuit television. No training takes place here.

LTC's current tenancy for the BDC has expired but a new five year lease will be signed on the 1 April 2018. The MC is owned by the London Borough of Tower Hamlets. The terms of this lease are presently being reviewed and, upon completion, a three year lease will be signed. LTC has been a tenant at the BDC since 2015 and at the MC since 2016.

### 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

Both the premises used by the Provider have a manned reception area, which is open to the general public and other organisations using the business centres. Both premises have access for the disabled with ramps and lifts to all floors. The premises are maintained to a high standard of repair and cleanliness. The training and testing rooms are light and well ventilated.

24.4 General guidance on health and safety is made available to staff through the staff handbook. However, participants and visitors do not receive general guidance on health and safety for either the BDC or the MC premises.

The training room at the BDC has a noticeboard, which includes useful information about current health and safety matters related to the courses LTC delivers. It also contains information about places of interest in the local area.

24.5 There is no signage for the LTC on the outside of the BDC premises. Participants and visitors must enter the building to locate the organisation. During the inspection, participants commented that they had found it difficult to locate LTC on the first day of their course. External signage is not required at the MC as it is LTC's testing centre and participants are accompanied by a trainer or a member of LTC's staff when accessing the testing rooms.

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 LTC has two training rooms at BDC, one seating eight participants and the other seating 20. There is also a small meeting room seating four. Training rooms are well equipped with laptops, portable projectors, screens, audio equipment and flipcharts. They are clean, light and well-ventilated.

LTC's testing centre in the Montefiore Centre (the MC) has been inspected by the Construction Industry Training Board (CITB) for the Level 1 Award in Health and Safety in a Construction Environment course. The testing centre has space for four participants to take an examination at any one time. It also contains close circuit television.

26. **There are appropriate additional facilities for participants and staff**

- 26.1 Participants have access to sufficient space and suitable facilities for private study, including library and IT resources.  Yes  No  NA
- 26.2 Trainers have access to sufficient personal space for preparing lessons, marking work and relaxation.  Yes  No  NA
- 26.3 Participants and staff have access to space and facilities suitable for relaxation and the consumption of food and drink where appropriate.  Yes  No  NA
- 26.4 Participants and staff have access to storage for personal possessions where appropriate.  Yes  No  NA
- 26.5 There are individual offices or rooms in which trainers and senior management can hold private meetings and a room of sufficient size to hold staff meetings.  Yes  No

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

**Comments**

The majority of courses at LTC are short courses of one to five days in length. Trainers prepare their course materials at home. However, trainers can use the training rooms for planning and completing paperwork before and after training sessions, if required.

Participants and staff have access to the kitchen facilities during break times and while training is in progress. The kitchen area contains a microwave, a fridge and seating for eight people. It is clean and well maintained. Participants are also able to use the training rooms for relaxation during the breaks in training.

**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

LTC has a well established, experienced management and administration team.

Communication between all members of staff is immediate and any issues which may arise are resolved quickly and satisfactorily.

Most of the management and administration staff are also qualified trainers in a variety of subjects relating to continuing professional development.

Actions required	Priority H/M/L
3.3 An appropriate staff appraisal system must be introduced by the organisation.	<input type="radio"/> High <input checked="" type="radio"/> Medium <input type="radio"/> Low
7.1 LTC must obtain feedback from its staff, partner providers and employers on all aspects of its provision and the outcomes must be reviewed on a regular basis.	<input type="radio"/> High <input checked="" type="radio"/> Medium <input type="radio"/> Low
7.4 An appropriate mechanism must be introduced whereby LTC's responses to feedback can be disseminated to participants, including those who have completed their courses.	<input type="radio"/> High <input checked="" type="radio"/> Medium <input type="radio"/> Low
8.2 An annual report, incorporating action plans, which provides a review of the success of LTC's programmes of study and the participants' experiences on its courses must be produced.	<input type="radio"/> High <input checked="" type="radio"/> Medium <input type="radio"/> Low

### TEACHING, LEARNING AND ASSESSMENT

#### Provider's strengths

LTC is responsive to the requirements of the employers which refer their staff to LTC for training.

The Provider designs courses which respond to the needs of different employers, offering them the flexibility of holding the courses on-site or at LTC's premises.

LTC's trainers are experienced in the subjects they teach and regularly undergo additional training to ensure that their knowledge is up-to-date and relevant to the qualifications on which they train.

Actions required	Priority H/M/L
11.3 As part of a system of staff appraisal, formal observations of trainers must be completed and documented.	<input type="radio"/> High <input checked="" type="radio"/> Medium <input type="radio"/> Low

### PARTICIPANT WELFARE

#### Provider's strengths

Participants applying to LTC are given detailed information about their chosen course prior to enrolment and they receive a wide range of support from the trainer and LTC staff while they are on their course.

A member of the LTC management team is available at all times should a participant require assistance.

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

**PREMISES AND FACILITIES**

**Provider's strengths**

LTC's premises are maintained to a high standard.

The training rooms are light and comfortable and offer a pleasant training environment for the participants.

<b>Actions required</b>	<b>Priority H/M/L</b>
24.4. Guidance on health and safety must be made available to participants and visitors.	<input type="radio"/> High <input checked="" type="radio"/> Medium <input type="radio"/> Low
24.5 Signage for LTC must be added to the front of the premises at BDC to ensure that participants and visitors are able to locate the organisation easily.	<input type="radio"/> High <input checked="" type="radio"/> Medium <input type="radio"/> Low

**RECOMMENDED AREAS FOR IMPROVEMENT (to be reviewed at the next inspection)**

It is recommended that a photograph of the building be added to the Provider's publicity materials to ensure that participants can easily identify LTC's premises.

**COMPLIANCE WITH STATUTORY REQUIREMENTS**