

BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

Short Course Provider (SCP) Re-accreditation Inspection

NAME OF PROVIDER: International Summer Camp UK Ltd

ADDRESS: 3 Woodburn Place
Houston
Renfrewshire
PA6 7NA

HEAD OF INSTITUTION: Miss Donna McGuire

DATE OF INSPECTION: 6-8 August 2018

ACCREDITATION STATUS AT INSPECTION: Accredited

DECISION ON ACCREDITATION:

- Re-accreditation awarded for the full four-year period
- Probation accreditation
- Decision on accreditation deferred
- Award of accreditation to be withdrawn

DATE: 27 September 2018

PART A – INTRODUCTION

1. Background to the institution

International Summer Camp UK Limited (ISC/the Provider) was established in 2011 and started operating in 2013. It is run by the head of the organisation, who is the Director. She is supported by a co-Director. Both Directors work full-time throughout the year. A full-time administrator is also employed to support the Directors.

The Provider offers a summer camp, which runs for a total of eight weeks in July and August, with participants attending for two, four, six or eight weeks at a time. The concept of the camp is to connect young people from around the world to create a community that fosters a sense of belonging and inspires creativity. The aim is to help young people to develop their character through new and exciting challenges, gain new skills and forge new relationships as well as broadening their horizons and aspirations. The Directors are committed to bringing together young people from different backgrounds and ethnicities to work together and develop life skills such as leadership and communication, which will help them to grow in confidence and gain new interests

The camp is run at a boarding school, called Ardvreck School, in Crieff, Scotland, where the Directors are based for the duration of the camp. For the rest of the year, they operate from a home office in Houston Renfrewshire. The camp is run in 40 acres of grounds within the countryside of Perthshire. The site is secluded and has a range of facilities, including a sports field, swimming pool, tennis courts, art studios and classrooms.

2. Brief description of the current provision

The Provider offers a mix of activities as part of its summer camp including outdoor adventure, mountain biking, football, golf, art, media, music, performing arts and dance. International participants have the opportunity to undertake structured English language lessons at beginners, intermediate or advanced levels, for two hours each weekday.

The duration of the camp was increased from two weeks in 2013 to eight weeks in 2018. The participants attend for a minimum number of two weeks and up to eight weeks. The majority of participants attend the camp for around two weeks, with a maximum number of 110 campers at any one time.

Participant numbers have risen from 42 in 2013 to 364 in 2018. Participants this year have come from over 40 different countries, with a large proportion from Europe. At the time of the inspection, there were 104 participants with age ranges from 7 to 17 and an even mix of males and females. Participants came from Spain, Italy, Norway and Germany but also from other countries including Russia, China, the United States of America and the United Arab Emirates.

3. Inspection process

This was a two and a half day inspection conducted by one inspector. Several meetings were held each day with the two Directors. The rest of the inspection consisted of a tour of the premises and accommodation blocks, meetings with staff and participants, document scrutinisation and observations of activities and classes. The Directors were very organised and promptly provided any documentation requested.

4. Inspection History

Inspection Type	Date
Stage 2	24 March 2014
Stage 3	23 July 2014
Interim	21 July 2015

PART B - JUDGMENT 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 organisation.

INSPECTION AREA - MANAGEMENT, STAFFING AND ADMINISTRATION

1. The provider is effectively managed

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|-----|---|---|-----------------------------|
| 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="checkbox"/> Yes | <input type="checkbox"/> 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="checkbox"/> Yes | <input type="checkbox"/> 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="checkbox"/> Yes | <input type="checkbox"/> No |

This standard is judged to be:

Met Partially Met Not Met

Comments

There is a clear management structure with the two Directors having responsibilities for specific areas. A job description is produced for all staff, including the Directors. The organisational structure is appropriate for the size of the Provider and provides a clear structure for permanent and temporary staff. The staff are suitably qualified and have extensive prior experience of working at summer camps or on residential programmes.

Lead Counsellors meet with their teams of Counsellors every day to review, discuss and address any issues or concerns, this is then fed back to the Directors and discussed in a management meeting at the end of each day. This is a good example of effective communication which enables any issues to be addressed in a timely manner. Additional structured meetings are held for all staff every two weeks to disseminate information and obtain additional feedback.

All staff members are provided with radio devices to enable direct and immediate communication with the Directors or any other staff members on site.

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="checkbox"/> Yes | <input type="checkbox"/> 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="checkbox"/> Yes | <input type="checkbox"/> No |
| 2.3 | The administrative support available to the management is clearly defined, documented and understood. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| 2.4 | Policies, procedures and systems are well documented and effectively disseminated across the provider. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| 2.5 | Data collection and collation systems are effective. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |

This standard is judged to be:

Met Partially Met Not Met

Comments

The administration of the organisation is carried out by the two Directors and a full-time Administrator. They are all suitably qualified and knowledgeable, with areas of responsibility clearly defined in their job descriptions which enables each person to concentrate on specific areas of the business.

Organisational policies on safeguarding, recruitment and health and safety procedures are well documented and disseminated through staff handbooks and parent guides. All staff undertake an intensive six-day residential training programme which includes individual, team and communication tasks, activity planning, developing schedules, working with participants, managing the accommodation and training on safeguarding and emergency procedures. The intensive nature of the staff training provides an effective induction to ISC and training for their roles.

Data collection is excellent, with detailed information about participants and staff available on a central database called Camp Minder, which enables fast and easy access to important information.

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. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| 3.2 | Experience and qualifications claimed are verified before employment. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| 3.3 | There is an effective system for regularly reviewing the performance of staff. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |

This standard is judged to be:

Met Partially Met Not Met

Comments

Effective recruitment processes include advertising jobs on the website and through a well-known online job site. Over 1000 direct applications were received for job roles advertised for the summer 2018 camp. Applicants for all the temporary camp staff roles undertake a robust assessment. The assessment includes an interview, individual presentation, a team task and a developmental exercise which helps to identify strong applicants.

Copies of qualifications and references are obtained upon appointment, following successful assessments. Staff sign an employment contract and provide an updated curriculum vitae which are then added to their personnel records.

All staff have an appropriate monthly evaluation to review individual performance and develop targets for improvement.

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. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| 4.2 | Information on the courses available is comprehensive, accurate and up to date. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |

This standard is judged to be:

Met Partially Met Not Met

Comments

The website features clear and very detailed information about the organisation, its activities, the schedule, information for parents and costs. The text, images and videos on the website all show accurate information about ISC. The website, staff handbook and parents' guide are all reviewed and updated annually to reflect any changes.

The comprehensive terms and conditions detailed on the website provide important information including payment details, logistics and camp rules. They refer to specific dates in 2015 rather than the generic dates referred to in other documentation and, therefore, require up-dating.

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.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
5.2	A formal application process ensures that participants meet the entry requirements and any claimed qualifications are verified.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> 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.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
5.4	Any overseas recruitment agents are properly selected, briefed, monitored and evaluated.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> NA

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

Comments

The only entry requirements are for participants to be aged 7 to 17 which is clearly displayed in all publicity material. This is appropriate as the concept is for children from all over the world to take part in activities and develop their English language skills. ISC discusses each application with the parents to identify any medical issues, physical abilities and English language skills.

A detailed application process is completed online, which identifies previous camp experience, medical issues, learning difficulties, religion and English language ability. A photo of the participant, dates and elected activities are also submitted with each application. This is then followed up by a prompt response either by e-mail or a telephone call to discuss each application. Oral assessments are used upon arrival to assess participants' English language ability and suggest a suitable level of English class for each participant.

The online application process is hosted by Camp Minder, which means the information provided in the application is automatically transferred to the Camp Minder database. As a result, ISC staff can easily access information about any participant.

6.	There is an appropriate policy on participant attendance and effective procedures and systems to enforce it	
6.1	There is an appropriate, clear and published policy on participant attendance and punctuality.	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
6.2	Accurate and secure records of attendance and punctuality at each session are kept for all participants, collated centrally and reviewed.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
6.3	Participant absences are followed up promptly and appropriate action taken.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA

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

Comments

6.1 The camp is residential with 24-hour supervision. Therefore, it is clear that full attendance is a requirement. As a result, there is no need for a published written policy on attendance and punctuality and, therefore, this key indicator is not applicable.

Accurate records of attendance for each activity are maintained throughout the day. There is an effective emergency procedure in place for any participants who may be missing from an activity to ensure that prompt action is taken should this arise.

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 NA

This standard is judged to be:

Met Partially Met Not Met

Comments

Daily review and feedback sessions take place in small camp groups. Counsellors, who are the main contact with the participants, also ensure daily discussions with individual participants. Meetings with the management team are also held every evening to discuss, review and take any appropriate action that may be required.

Feedback is formally obtained by a suitable questionnaire at the end of the participants' stay, which allows them to score different areas such as activities, staff, accommodation, food and overall experience. The form also allows room for additional comments. An action plan is developed by the Directors at the end of each season, based on the participant and staff feedback. Any changes in policy, training or activities are taken forward as necessary.

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

Feedback is obtained from participants and staff informally on a daily basis, and through questionnaires at the end of each stay. The feedback and scores obtained are analysed and action plans are generated and implemented as required.

The action plans produced are effective and detail any revisions to activities, staffing, camp rules, food, resources and training. These action plans are revised annually and are implemented by the Directors.

8.3 Action plans are detailed. They do not include any timescales and there is no formal process to review the action plans and update them. The lack of any timescales, responsibilities and review dates may mean that changes or updates to the provision may not be actioned in a timely manner or may be missed.

INSPECTION AREA – TEACHING, LEARNING AND ASSESSMENT

9. Programme management is effective

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

This standard is judged to be:

Met Partially Met Not Met

Comments

All staff are suitably qualified with previous camp experience and relevant qualifications. As a result, programme management is effective.

The rooms, outdoor areas, facilities and resources are appropriate for the activities offered and are timetabled accordingly.

There is a good staff-to-participant ratio of one to four for the younger campers, aged seven to eleven, with appropriate supervision taking place at all times.

The staff commented that they can order or restock resources at any time. The participants said that there are ample resources and equipment available for all activities. Inspection findings confirm this view.

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 type="checkbox"/> Yes	<input type="checkbox"/> No	<input checked="" type="checkbox"/> NA
10.2	Lessons and assessments maintain an appropriate focus on any assessment objectives or statement of learning outcomes established by the awarding body.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input checked="" type="checkbox"/> NA
10.3	Formative assessments appropriately reflect the nature and standards of summative examinations.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input checked="" type="checkbox"/> NA
10.4	Participants are encouraged and enabled to develop independent learning skills.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> 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="checkbox"/> Yes	<input type="checkbox"/> No	

This standard is judged to be:

Met Partially Met Not Met

Comments

There are no formal assessments, examinations or certification for participants at the summer camp.

Participants are encouraged to try new activities and communicate with other campers in English to develop their English language skills and improve confidence in their own abilities. The activities, games and projects that are undertaken by the participants are designed to develop their public speaking, communication and team building skills, which builds increased confidence, self-esteem and independence.

The Directors discuss participants' needs and abilities with parents before the start of each camp. The outcomes of these discussions are communicated to Counsellors prior to the participants' arrival so that any additional requirements or changes can be considered for each activity.

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

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|------|--|---|---|
| 11.1 | Trainers are appropriately qualified and experienced. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> 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="checkbox"/> Yes | <input type="checkbox"/> No |
| 11.3 | The appraisal procedures for trainers incorporate regular classroom observation. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> 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="checkbox"/> Yes | <input type="checkbox"/> No <input type="checkbox"/> NA |
| 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="checkbox"/> Yes | <input type="checkbox"/> 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="checkbox"/> Yes | <input type="checkbox"/> No |

This standard is judged to be:

Met Partially Met Not Met

Comments

All the teaching staff are suitably qualified with previous camp experience and relevant qualifications. The majority are recently qualified teachers and others have the required specialist expertise. Selected applicants, for teaching roles, are invited to an extended practical interview so that their suitability can be carefully assessed. Those recruited then undertake six days of training prior to the start of the camp. As a result, they are well prepared to undertake their roles.

All the teaching staff receive weekly observations of the activities that they are running for the participants. A formal review and evaluation process takes place with the Directors at the end of each month to identify any areas for improvement.

Counsellors develop individual activities and are encouraged to design creative games and different projects within the elective activities. Some of the projects include producing short films, a musical concert, a stage production and outdoor navigation games. Different variations of lesson activities are applied depending on the participants' skills or learning styles. This was seen during the inspection where different tasks were suggested depending on the participants' confidence or ability.

There is an excellent relationship between the Counsellors and the participants. The Counsellors use effective questioning techniques and encourage good participation from the participants. They are good at regularly checking to make sure participants are engaged and understand the concepts and tasks. This includes group discussions, one-to-one talks and individual questioning and feedback throughout the day.

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

Participants and Counsellors confirm that there is sufficient equipment and a good variety of resources available. Inspection findings confirm that there are appropriate resources provided in sufficient quantities, for all activities.

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

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|------|---|---|-----------------------------|
| 13.1 | Feedback is given to individual participants tailored to meet their specific needs and constructive in its nature and delivery. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
|------|---|---|-----------------------------|

13.2	Courses are planned to include a schedule of assessments, the procedures and criteria for which are available in writing and in advance to participants and trainers.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input checked="" type="checkbox"/> 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 type="checkbox"/> Yes	<input type="checkbox"/> No	<input checked="" type="checkbox"/> NA
13.4	Participants are made aware of how their progress relates to their targeted level of achievement.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input checked="" type="checkbox"/> NA
13.5	Additional support or advice on alternative courses is provided to participants who are judged not to be making sufficient progress to succeed.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input checked="" type="checkbox"/> NA
13.6	Participants have appropriate access to trainers outside class time.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> NA

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

Comments

Constructive comments and feedback, to encourage the participants, are provided during the activities and in the classes. The staff and participants spend a lot of time together and have good relationships. There is a good bond between the participants and the staff, and also between the participants themselves.

There are no formal assessments or targets for achievement relating to the summer camp.

Participants have access to a Counsellor 24 hours a day if they require any additional support.

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

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

Comments

15. There is a clear rationale for courses leading to unaccredited or internal awards (this does not apply to the provision of certificates of attendance only)

15.1	There is a clear statement of the level claimed relative to the RQF and evidence that participants who receive the award meet the stated requirements for that level.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> 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="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> NA
15.3	External moderators are involved in the assessment process where appropriate.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> NA

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

Comments

16. There are satisfactory procedures for the administration of examinations and other means of assessment

- 16.1 The provider complies with the requirements of the relevant awarding bodies in terms of examination security and administration. Yes No 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. Yes No NA

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

Comments

INSPECTION AREA - PARTICIPANT WELFARE

17. Participants receive pastoral support appropriate to their age, background and circumstances

- 17.1 There is at least one named staff member responsible for participant welfare who is suitably trained, accessible to all participants and available to provide advice. Yes No NA
- 17.2 Participants receive appropriate advice before the start of the programme. Yes No
- 17.3 Participants receive an appropriate induction and relevant information at the start of the programme. Yes No
- 17.4 Participants are issued with a contact number for out-of-hours and emergency support. Yes No NA
- 17.5 The provider has policies in place to avoid discrimination and a published procedure for dealing with any abusive behaviour. Yes No
- 17.6 Effective safeguarding arrangements are in place and are regularly reviewed to keep all participants safe. Yes No NA
- 17.7 Effective arrangements are in place to protect participants from the risks associated with radicalisation and extremism. Yes No

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

Comments

Lead Counsellors and Counsellors undertake an intensive six-day training course, which includes participant welfare and safeguarding. A full-time qualified nurse is available on site 24 hours a day for medical advice or emergencies. This enables injuries or illnesses to be responded to quickly and effectively. On external trips or visits, participants are allowed to use their mobile devices and are given emergency contact details for the Directors and Counsellors.

Managers are keen to provide the best and safest experience possible for all participants and staff. Therefore, the Directors also take part in the camp activities to build a rapport with the participants and staff, and to monitor the activities.

Participants and parents are sent a comprehensive guide which details the participant welfare provision and the safeguarding and camp rules. The guide includes some good background information on the Directors, the health care provision, the supervision of the participants, emergency contact details for the parents and participants and the health and safety arrangements on site.

An effective and appropriate induction programme is implemented during the first two days of camp to remind all participants of the rules and procedures.

Effective policies and procedures are in place relating to safeguarding and to preventing discrimination and radicalisation. They include a suitable process for communicating any concerns in this regard. These policies and procedures are reviewed annually and are updated online, in staff handbooks and in the parents' guide. The Provider applies for a new Protection of Vulnerable Groups (PVG) certificate, which is the Scottish equivalent of the Disclosure and Barring Service check, for all staff on an annual basis. This also includes external contractors used for golf and kayaking activities. The temporary summer staff have been given a training briefing, by managers, relating to safeguarding and radicalisation.

17.6 Staff have not undergone appropriate certified training in safeguarding and no risk assessment has been carried out.

17.7 Staff have not undergone appropriate certified training and there is no risk assessment relating to preventing radicalisation.

18. International participants are provided with specific advice and assistance

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|------|---|---|-----------------------------|
| 18.1 | International participants receive appropriate advice before their arrival on travelling to and staying in the UK. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| 18.2 | International participants receive an appropriate induction upon arrival covering issues specific to the local area. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| 18.3 | Information and advice specific to international participants continues to be available throughout the course of study. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| 18.4 | Provision of support takes into account cultural and religious considerations. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |

This standard is judged to be:

- Met Partially Met Not Met NA

Comments

Parents are sent a detailed parent guide by e-mail prior to the start of the camp. This details items that participants should and should not bring with them, arrival information, meeting points, short term study visa advice along with other relevant information about the camp and its facilities. It also includes details of clothing appropriate for the British climate, details of cultural visits around Scotland, the camp philosophy, meal options and the permitted use of electronic devices.

Communication and advice are available to all participants and parents throughout the duration of the camp.

Religious, cultural and dietary requirements are reviewed for each participant and quiet areas are available for prayer. Participants said they always knew what the food in the canteen contained and that prayer times were acknowledged accordingly.

19. The fair treatment of participants is ensured

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|------|---|---|--|
| 19.1 | Participants apply for and are enrolled on courses under fair and transparent contractual terms and conditions. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| 19.2 | Participants have access to a fair complaints procedure of which they are informed in writing at the start of the course. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| 19.3 | Participants are advised of BAC's own complaints procedure. | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No |

This standard is judged to be:

- Met Partially Met Not Met

Comments

The terms and conditions are sent to parents following an application. These are fair and transparent and are available to view on the website. Details of the complaints procedure and associated timescales are also included. The procedure is effective and suitable for the reviewing and actioning of any complaints received.

19.3 Participants and staff are unaware of the BAC complaints procedure. There are no details of how to contact the BAC in any literature or on the Provider's website.

20. Where residential accommodation is offered, it is fit for purpose, well maintained and appropriately supervised

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|------|--|---|---|
| 20.1 | Any residential accommodation is clean, safe and of a standard which is adequate to the needs of participants. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| 20.2 | Any residential accommodation is open to inspection by the appropriate authorities, including Ofsted where participants under 18 are accommodated. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No <input type="checkbox"/> 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. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| 20.4 | A level of supervision is provided appropriate to the needs of participants. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| 20.5 | Separate accommodation blocks are provided for participants under 18. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No <input type="checkbox"/> NA |

This standard is judged to be:

- Met Partially Met Not Met NA

Comments

Cabins providing accommodation for the participants and staff are clean, comfortable and safe. They are set out in dormitory style and are split according to the age groups, either for participants aged seven to eleven or aged 12 to 17. Staff and participants for each cabin are all of the same gender.

Staff also have a private bedroom in each cabin so there is appropriate supervision of the participants within each cabin at all times.

Ardvreck School premises were last inspected by the Care Inspectorate in June 2017.

Health and safety training and procedures are effective, with evacuation details and emergency procedures detailed upon arrival. Fire extinguishers and fire blankets are available in every cabin and were all recently tested.

21. Where home-stay accommodation is organised, the welfare of participants is ensured and the provider's relationship with hosts is properly managed

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|------|---|------------------------------|-----------------------------|
| 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. | <input type="checkbox"/> Yes | <input type="checkbox"/> 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. | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 21.3 | The provider has appropriate contracts in place with any hosts, clearly setting out the rules, terms and conditions of the provision. | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 21.4 | Appropriate advice and support is given to both hosts and participants before and during the placement. | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 21.5 | Clear monitoring procedures are in place with opportunities for participant feedback and prompt action taken in the event of problems. | <input type="checkbox"/> Yes | <input type="checkbox"/> 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.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
22.2	The social programme is responsive to the needs and wishes of participants.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No <input type="checkbox"/> NA
22.3	Any activities within the social programme have been chosen with consideration for their affordability by the majority of participants.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No <input type="checkbox"/> NA
22.4	Any activities organised by the provider are supervised by a responsible representative with suitable qualifications and experience.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No <input type="checkbox"/> NA

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

Comments

Participants are sent a detailed guide about the activities that are available and they elect several activities to do prior to arrival. Participants' preferences for activities selected, as a first choice in the application process, were all granted for the elective activities. There is a comprehensive programme of activities during the day with additional social, warm up and team games in between elected activities.

Regular trips are organised for participants to visit Scottish museums and places of interest. There are also additional evening activities which allow participants to choose from optional activities such as creative writing, shelter building, orienteering, swimming, singing, yoga and football. These additional activities provide cultural knowledge, additional skills and aid personal development.

All the accommodation, food and activities, except golf, including regular cultural trips and off-site activities such as kayaking, are included in the camp fee and are all supervised by Counsellors. An additional fee for golf is required due to the professional golf instructors' fee and use of the golf course. The golf fees are highlighted on the website. As a result, the participants are aware of all the fees involved in attending the camp.

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.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No <input type="checkbox"/> NA
23.2	Where required, the provider has access to suitable external premises for academic or non-academic purposes of a temporary or occasional nature.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No <input type="checkbox"/> NA

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

Comments

ISC currently has a lease agreement with Ardvreck School to hire the premises for July and August each year until the end of 2019.

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.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
24.2	The premises are maintained in an adequate state of repair, decoration and cleanliness.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> 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.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input checked="" type="checkbox"/> NA
24.4	General guidance on health and safety is made available to participants, staff and visitors.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
24.5	There is adequate signage inside and outside of the premises and notice boards for the display of general information.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> 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.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
24.7	There are toilet facilities of an appropriate number and level of cleanliness.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
24.8	There is adequate heating and ventilation in all rooms.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	

This standard is judged to be:

Met Partially Met Not Met

Comments

Ardvreck School is set in private grounds, surrounded by 40 acres of woodland. ISC has exclusive use of the premises for the duration of the camp. Rooms with Information Technology (IT) equipment, science laboratories and other offices, which are not part of the lease agreement are locked or sealed off. Coded access to cabins and some teaching spaces is in place to ensure security.

Some of the buildings look a little dated but are generally in a good state of repair and cleanliness. There is good signage around the site and the main building. The information on notice boards includes generic information about the school and additional ISC notice boards are used to display work and relevant information for participants.

Fire evacuation procedures are discussed upon arrival with all participants, staff and visitors. Additional rules are in place for activities such as swimming. A maximum number of 110 participants are allowed on site at any one time.

There is adequate heating and ventilation.

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.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
25.2	Training rooms and/or any specialised learning areas (e.g. laboratories, workshops, studios) are equipped to a level which allows for the effective delivery of each course.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
25.3	There are facilities suitable for conducting the assessments required on each course.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input checked="" type="checkbox"/> NA

This standard is judged to be:

Met Partially Met Not Met

Comments

The class sizes are small with approximately ten participants for each elected activity. This allows for effective participant support and learning. The well-equipped classrooms, spaces and outdoor facilities provide adequate accommodation for effective learning and skills development to take place.

Resources such as mountain bikes, tennis equipment, filmmaking kit and arts and crafts materials are provided by ISC and staff are able to request additional materials or to replenish stock at any time.

There are no formal assessments for any activities or classes.

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.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input checked="" type="checkbox"/> NA
26.2	Trainers have access to sufficient personal space for preparing lessons, marking work and relaxation.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> NA
26.3	Participants and staff have access to space and facilities suitable for relaxation and the consumption of food and drink where appropriate.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> NA
26.4	Participants and staff have access to storage for personal possessions where appropriate.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> 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.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
26.6	Administrative offices are adequate in size and resources for the effective administration of the provider.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	

This standard is judged to be:

Met Partially Met Not Met

Comments

Participants do not have access to IT equipment or library facilities and this is purposeful to encourage engagement and communication with other participants.

There is a reception area as well as offices and teaching spaces available at the school for administrative purposes and to hold meetings.

There are suitable dining room and in-house catering services. Staff have private bedrooms to store personal items. They also have access to a staff room with snacks, tea and coffee making facilities and a seating area.

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

Effective and responsive Directors are dedicated to the welfare of participants and the overall development of young people from around the world.

An intensive recruitment and training programme is used to ensure effective and supportive Counsellors.

Good use of Camp Minder administrative database to store key information about all participants and staff.

Directors daily meetings with Lead Counsellors are used well to review and address relevant issues or participants.

Actions Required	Priority H/M/L
8.3 Action plans, which are developed in response to feedback from participants or staff, must be dated and reviewed regularly.	<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low

TEACHING, LEARNING AND ASSESSMENT

Provider's Strengths

All activities are designed to be fun and encourage individual life skills and effective communication in the English language.

A wide range of fun elective activities and a good social programme are available for all participants.

There is excellent rapport between staff Counsellors and participants.

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

PARTICIPANT WELFARE

Provider's Strengths

Good staff to participant supervision ratio of one to four for younger campers aged seven to eleven.

Radio communication devices used by all staff on site to ensure efficient communication and prompt support.

Nurse available on site for the duration of the camp.

Actions Required	Priority H/M/L
17.6 The Provider must undertake appropriate certified Safeguarding training and conduct an appropriate risk assessment.	<input checked="" type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low
17.7 The Provider must undertake appropriate training and conduct a risk assessment relating to radicalisation to ensure the welfare of participants.	<input checked="" type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low
19.3 The Provider must publish details of the BAC complaints procedure so participants and parents.	<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low

PREMISES AND FACILITIES

Provider's Strengths

Excellent location in central Scotland with large grounds set in the countryside, which provides a very good learning environment.

The premises offer a clean and safe environment for staff and participants.

An excellent range of facilities and activities are available on site.

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

RECOMMENDED AREAS FOR IMPROVEMENT

To be reviewed at the next inspection

The terms and conditions of bookings are comprehensive but should be reviewed and updated annually to ensure correct and up-to-date information is provided on the website.

COMPLIANCE WITH STATUTORY REQUIREMENTS

Although basic fire safety training is provided to staff, the Provider should consider senior members of staff undergoing certified fire safety training.