

BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

Short Course Provider (SCP) Re-accreditation Inspection

NAME OF PROVIDER: Centre for Regional International Development

ADDRESS: Unit 3, Epsilon House
Laser Quay, Culpeper Close
Medway City Estate
Rochester
Kent
ME2 4HU

HEAD OF INSTITUTION: Mr Nicholas Aitalegbe

DATE OF INSPECTION: 27-28 September 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- Award of accreditation to be withdrawn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: 29 November 2018

PART A – INTRODUCTION

1. Background to the institution

The Centre for Regional and International Development (CRID/the Provider) is a privately-owned limited company and offers a range of short training programmes of varying duration, usually up to ten days long. CRID is owned and run by a director. He has built up close relationships with a number of sponsoring organisations in Africa. He is now focused on developing the Caribbean and Asian markets in order to run short bespoke programmes that meet both organisational and participants' requirements for personal developmental.

CRID's mission is to develop capacity in organisations, specialising in the sustainable development of public and private workforces at national, regional and local levels.

CRID's target markets are government and quasi-government organisations as well as the private sector. The current target geographical markets include Jamaica, St. Kitts and Bangladesh. CRID is developing satellite entities in some of its target markets with the aim that these will operate using local or UK-based trainers who travel to the delegates' country. Self-employed trainers are usually hired, as required, to act as programme facilitators. Recently, most of the training has taken place outside the United Kingdom (UK). However, only the UK operations are accredited by BAC.

Up until 2010, CRID had an administrative office in Maidstone. This is still the registered premises but is no longer used for administration. In 2016, CRID moved to Laser Quay on the Medway City estate where they now have both their administrative office and a suite of training rooms.

2. Brief Description of the current provision

The programmes cover areas such as sustainable development, procurement, accounting and banking management, and library and construction management. Although the courses are structured to a standard format by CRID and are intended to be of ten days' duration, they are modified to meet individual clients' needs.

The courses aim to develop delegates' personal capacity within their sponsoring organisations and, in order to help achieve this, CRID undertakes to build on individual delegates' personal development plans by providing on-going e-mail support, for at least a year, after courses end.

Courses are generally held from July to October, when funding has been agreed with the sponsoring organisations.

At the time of the inspection, one course was running, which was a half-day course on Internet Marketing Fundamentals. This course was for members of the Bangladeshi Catering Association. The six participants were all male and all UK citizens of Bangladeshi heritage. Two trainers, one of whom is the director, taught on the course. All participants on CRID's courses are over the age of 18.

A course planned for the week of the inspection, entitled Current Trends in Readers Services Operation and Acquisition of Effective Skills for Modern Library Information Dissemination, was postponed due to the participants' budgeting constraints. It is anticipated that this course will be rescheduled for later in the year. Three participants from Nigeria had provisionally booked onto this course.

3. Inspection process

One inspector carried out the inspection over two days. Relevant documentation was reviewed and meetings were held with the Director, the Logistics Coordinator Manager, a trainer and the participants. A brief tour of the premises and observations of the training were undertaken. The Provider cooperated fully with any requests for information.

4. Inspection History

Inspection Type	Date
Stage 2	26 March 2010
Stage 3	17-18 February 2011
Interim	18 May 2012
Reaccreditation	15-16 May 2014
Interim & Supplementary	6 May 2016

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

- | | | | |
|-----|---|---|-----------------------------|
| 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

A simple management structure is in place, which is appropriate for this small organisation. The structure is clearly defined and understood.

The Director is also the key manager. He is very experienced in organising courses. He undertakes the management function and does this well, supported by well-established processes for dealing with enquiries. Application forms are completed online, submitted and payments confirmed rapidly.

Communication between the Logistics Coordinator and the Director is effective through informal conversations as they share an office.

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

CRID has effective administrative arrangements, which ensure the smooth running of the business.

The Director and the Logistics Co-ordinator undertake the small amount of administration required. This arrangement is appropriate for the size of the organisation.

All the appropriate policies and procedures are in place and well maintained. A full range of policies have been developed

to cover appropriate topics such as data protection, computer use, equal opportunities, lone working, health and safety, disciplinary, grievance and so on.

Data is managed efficiently through appropriate online systems.

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

CRID makes use of staff in a flexible manner, on a self-employed basis, as and when required.

The staff handbook covers all the appropriate policies and procedures for the recruitment and continuing employment of staff. For example, general employment information and evidence of the right to work in the UK are adhered to, and personal records kept securely.

Experience and qualifications claimed are appropriately verified before employment.

Feedback is gathered at the end of each course regarding all aspect of the course delivery. This feedback is analysed and information gained to derive strengths and areas for improvement. This information contributes to reviewing the performance of staff. There is no annual performance process as staff are temporary and hired as and when required so this approach to staff performance review is suitable.

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

This standard is judged to be:

Met Partially Met Not Met

Comments

A professional website is in use which clearly describes CRID, its services, programmes, partners and accreditations.

A brochure provides comprehensive, accurate and up-to-date information on all courses available.

The brochure makes significant reference to the BAC accreditation but needs to make it clearer that this accreditation only applies to the courses taught in the UK, and does not apply to most of their business, which is overseas.

4.2 The dates of the courses advertised on the website are not always up-to-date.

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 process for dealing with applications is well structured and clearly described in a flow chart on the back of the prospectus.

CRID and its clients discuss intended provision very closely to ensure the suitability of the course for the delegates. This can involve tailoring advertised courses to best meet a client's requirements.

Individual application forms are completed online, submitted and payments confirmed ensuring a prompt response. All courses begin with a telephone-based Training Needs Analysis (TNA).

The confirmation letter gives full details of the course being studied with a copy provided to the sponsoring organisation's national embassy and funding is confirmed.

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 checked="" type="checkbox"/> Yes <input 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

Staff have high expectations regarding regular attendance. Clear requirements regarding punctual attendance are stated in the participants' handbook.

The Logistics Coordinator collects delegates from their hotels each morning. If there is an unexplained absence, this is reported immediately to the Director and this absence is followed up effectively.

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.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
7.2	Feedback is obtained, recorded and analysed on a regular basis.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> 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

Feedback is obtained from participants at the end of each course through appropriate questionnaires that are completed and analysed. This provides CRID with a clear perspective on the quality of the training delivered.

For the course observed on the day of the inspection, all the feedback sheets indicated that the participants rated the training highly.

When dealing with larger groups from a company, this feedback can be used to generate a detailed report that clearly describes the effectiveness of the course. For example, the reports highlight the key issues and also make recommendations for further training. Reports viewed by the inspector are very positive and all delegates rated the overall experience highly.

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

CRID has appropriate systems in place to review the quality of its training through the analysis of feedback forms completed by participants. Feedback forms are completed after each course and staff review the feedback in order to ensure that any necessary immediate improvements can be made to ensure that the programmes meet the delegates' needs.

8.1 However, CRID is not sufficiently monitoring all aspects of its performance.

8.2 8.3 The self-assessment report lacks sufficient detail and fails to identify any development points and therefore no long-term action plans are developed. No other reports are produced.

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. | <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 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 Director, who manages the training programme, is very experienced in organising courses. A Logistics Coordinator ably supports him in the day-to-day operations resulting in the smooth running of the courses.

The few courses taught are easily timetabled in the spacious accommodation available.

The trainers are appropriate for the courses taught.

All resources needed for the courses are provided by CRID but they do not have a policy as such on the acquisition of academic resources. For the small size of the Provider this is adequate.

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

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

The course observed helped participants to develop a good understanding of issues related to internet marketing and met their needs well. Participants were encouraged to reflect on their own experience and training needs.

Participants are provided with very useful up-to-date content on changes made by one of the most widely used search engines to help participants improve their websites.

Through an initial assessment of the delegates skills and knowledge at the start of the course, the trainer was able to ensure his delivery was pitched at the right technical level.

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

Trainers are well qualified and experienced for the subjects that they teach and have good up-to-date knowledge of their subject area. Training is monitored through the review of feedback forms.

Trainers are self-employed and arrange their own continuing professional development.

CRID places a significant focus on training needs analysis in each training situation to ensure that the training meets the particular needs of the participants. Staff arrange for participants to undertake an initial assessment of their training requirements before a course starts so that the training can best meet their needs. The training observed demonstrated this.

11.3 Observations of teaching and learning do not take place, so the director does not have a clear view of the quality of training undertaken.

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

Detailed course notes are provided for all participants.

For participants on full-time courses, CRID provides comprehensive course materials, including books, handouts, research information and the necessary software and hardware. The quality of the materials is very high and is well presented in a leather folder, which includes a complimentary computer tablet and memory stick.

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="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

Appropriate in-class feedback is provided to participants through questions and answers.

E-mail and telephone support are routinely provided and additional evening support is offered where participants are from overseas. A Training Planning and Implementation Process handout is sent to all participants on full-time programmes, which includes post-course support opportunities.

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. Yes No NA

15.2 There is evidence of the extent to which the awards are accepted for the purposes of employment or further study. Yes No NA

15.3 External moderators are involved in the assessment process where appropriate. Yes No NA

This standard is judged to be:

Met Partially Met Not Met NA

Comments

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

16.1 The 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.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> NA
17.2	Participants receive appropriate advice before the start of the programme.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
17.3	Participants receive an appropriate induction and relevant information at the start of the programme.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
17.4	Participants are issued with a contact number for out-of-hours and emergency support.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> 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="checkbox"/> Yes	<input type="checkbox"/> No	
17.6	Effective safeguarding arrangements are in place and are regularly reviewed to keep all participants safe.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> NA
17.7	Effective arrangements are in place to protect participants from the risks associated with radicalisation and extremism.	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	

This standard is judged to be:

Met Partially Met Not Met

Comments

Appropriate arrangements are in place to support participants.

Participants receive an appropriate induction and relevant information at the start of the programme.

Delegates are able to download full details of the programme and a delegate handbook from the CRID website, with further details about the venue, with the Logistic Coordinator's details, including contact mobile telephone number.

The Logistics Coordinator is responsible for participants' welfare. He is experienced in his role and accompanies delegates at all times during the course day.

An out-of-office number is available for international participants on full-time programmes.

17.7 Staff have undertaken online training on how to protect students from the risks associated with radicalisation and extremism. However, the Provider has not yet developed a policy or risk assessment in this regard.

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="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

International participants receive appropriate advice prior to and during their stay in the UK. Much of this information is provided in the delegates' handbook sent to the participants before they start. Further details are provided during the course induction. Guidance regarding available hotels is provided if required.

A meet and greet facility at the airports is offered to participants.

Information including dietary requirements are gathered from the participants. This is sent from the human resources department of the company for which the participants work.

Many of the delegates that visit from outside the UK are from Nigeria and meals suitable for their tastes are delivered to the training venue or they visit an appropriate restaurant nearby.

Typically, a dinner for the whole group will be organised along with a site-seeing tour.

19. The fair treatment of participants is ensured

- | | | | |
|------|---|---|--|
| 19.1 | Participants apply for and are enrolled on courses under fair and transparent contractual terms and conditions. | <input checked="" type="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

Participants apply for and are enrolled on courses under fair and transparent contractual terms and conditions laid out in CRID's documentation.

Participants have access to a fair complaints procedure, which is described in the documentation that they receive before starting the course.

19.3 The BAC complaints procedure is not referred to.

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. | <input 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 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 type="checkbox"/> Yes | <input type="checkbox"/> No |
| 20.4 | A level of supervision is provided appropriate to the needs of participants. | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 20.5 | Separate accommodation blocks are provided for participants under 18. | <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

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.	<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 type="checkbox"/> Yes <input type="checkbox"/> No
22.2	The social programme is responsive to the needs and wishes of participants.	<input 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 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 type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA

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

Comments

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 type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> NA

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

Comments

CRID has a secure tenancy on its premises.

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

The premises are spacious, well appointed, well maintained and clean with an appropriate level of security.

Good access is available for wheelchair users.

Participants are given appropriate guidance on health and safety during the introduction to the course and staff receive appropriate health and safety information. There is appropriate signage in the building. However, specific information on health and safety is not made available to the very few visitors that are not participants.

Signage is appropriate within the suite of rooms used by CRID but there is no signage outside to indicate that CRID is based in the building.

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

Classrooms provide a high quality and very comfortable environment for learning. They are large with comfortable chairs and tables set out in a boardroom style. Classrooms feature a panoramic view of the Medway River and Rochester, including Rochester Castle.

Classrooms are well equipped with audio-visual displays and have WiFi access.

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 checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input 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 type="checkbox"/> Yes	<input type="checkbox"/> No	<input checked="" 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

CRID has spacious facilities for staff and participants.

A kitchen is available for staff and drinks, hot or cold, are available for participants.

Meals are brought in when required by outside caterers.

Most trainers prepare their lessons at home and as such do not use the Provider's facilities for this.

Appropriate administration office space is available including space for private meetings when required.

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

CRID has effective administrative arrangements, which ensure the smooth running of the business.

CRID has well-structured processes for dealing with applications from participants.

Actions Required	Priority H/M/L
4.2 CRID must ensure that the details regarding the programmes available on CRID's website are up-to-date.	<input checked="" type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low
8.1 CRID must develop effective systems for monitoring and periodically reviewing all aspects of its performance.	<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low
8.2 CRID must compile reports, which present the results of the Provider's reviews and incorporate action plans. They should include a sufficiently detailed and self-critical self-assessment report.	<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low
8.3 CRID must implement and review the action plans developed.	<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low

TEACHING, LEARNING AND ASSESSMENT

Provider's Strengths

CRID provides effective training and a highly personalised service adapting courses to meet individuals' or employers' needs.

CRID makes use of knowledgeable, well-qualified and experienced trainers.

Actions Required	Priority H/M/L
11.3 CRID must arrange for observations of teaching and learning to take place.	<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low

PARTICIPANT WELFARE

Provider's Strengths

The provision of added extras such as logistics, tablet computers and bound training folders adds significant value to the full-time participants' experience.

The Logistics Coordinator is responsible for participants' welfare. He is experienced in his role and accompanies delegates at all times during the course day, both in UK and overseas.

Actions Required	Priority H/M/L
17.7 CRID must ensure that it develops a policy and a risk assessment to ensure that delegates are protected from the risks associated with radicalisation and extremism.	<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low
19.3 CRID must ensure that it adds a reference to the fact that participants have access to BAC's complaints procedure within its documentation	<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low

PREMISES AND FACILITIES

Provider's Strengths

CRID's premises provide a spacious and comfortable environment for learning.	
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

<p>It is recommended that CRID make it clearer in brochures that this accreditation only applies to the provision taught in the UK, and does not apply to most of their business, which is overseas.</p> <p>It is recommended that CRID makes available the health and safety information to the very few visitors that are not participants.</p> <p>It is recommended that CRID arrange signage outside the premises to indicate that CRID is based in the building.</p>

COMPLIANCE WITH STATUTORY REQUIREMENTS

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