

# BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

## Short Course Provider (SCP) Re-accreditation Inspection

**NAME OF PROVIDER:** Global Knowledge Network Training Ltd

**ADDRESS:** Mulberry Business Park  
Fishponds Road  
Wokingham  
RG41 2GY

**HEAD OF INSTITUTION:** Mr Glyn Roberts

**DATE OF INSPECTION:** 12–14 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- Award of accreditation to be withdrawn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

Global Knowledge Network Training Limited (Global Knowledge/the Provider) provides Information Technology (IT) and business skills training to both public and private sector companies and organisations around the world.

Global Knowledge is a large provider of IT training. It has around 40 dedicated training centres in 12 countries and offers more than 1000 courses. In the United Kingdom (UK) it has four centres, two in London, one in Wokingham and one in Leeds and it trains around 13,000 delegates a year. In addition, the Provider hires venues throughout the country as and when required. IT also has training venues in other areas such as North America, Europe and the Middle East. BAC's accreditation relates to the UK based provision only.

Global Knowledge was founded in 1995. The international headquarters are based in Cary in North Carolina, United States of America (USA). The UK operation has its head office in Wokingham. The company was taken over by a New York based venture capitalist organisation called Rhone in January 2015.

Significant senior management changes took place in April 2018. The Managing Director was promoted to the role of Global Knowledge European President, based in the UK, and the Operations Manager took over as the new Managing Director.

### 2. Brief description of the current provision

Global Knowledge's core training is focused on developing skills in using products from major IT vendor organisations such as Microsoft, Cisco, Redhat, Amazon Web Services (AWS), International Business Machines (IBM) and VMware. It also trains people in project and service management, business analysis and leadership development.

IT professionals who develop and maintain IT systems require training and certification in the specific technologies that they are working with. The certification generally needs to be renewed periodically. The companies that sell the technology, the IT vendors, determine the course content and the certification of the courses offered. The vendors produce certification routes to learning so that delegates can progress through different levels of expertise. The vendors also produce the course materials and textbooks. The Provider designs courses around these vendor materials. It is these courses that Global Knowledge is licensed, by the IT vendors, to deliver. Assessment for certification is undertaken through online examinations, determined by the vendors, and moderated according to Pearson VUE's online testing arrangements and undertaken in secure rooms within Global Knowledge's training facilities.

In addition to the courses determined by the vendors, bespoke courses are also provided to meet the needs of individual companies that may feature elements from a variety of different courses and vendors.

Global Knowledge uses a variety of approaches to its learning. These include traditional instructor led classroom learning, e-learning, and blended learning, which is a combination of online and face-to-face learning. In addition, delegates from around the world can join classes remotely using web technology and high definition video. The maximum duration of each course is one week and some are for one or two days.

At the time of the inspection, 126 participants were being trained on 16 different courses in London and Wokingham. A small minority of participants accessed the course virtually, making use of the video technology in the classrooms. All of the students were over the age of 18. All the current students are from the UK, and the large majority are male.

### 3. Inspection process

Two inspectors carried out the full inspection over two and a half days. During the first day both inspectors were based at the Wokingham training centre, which also contains the management and administrative facilities for the Provider. On the second day, one inspector continued at Wokingham while the other inspector reviewed the training at two venues in central London, a new venue at Dukes Place and at Old Broad street. On the final half-day both inspectors finished the inspection at Wokingham. Relevant documentation was reviewed and meetings were held with a variety of staff in the Wokingham and London venues, including the Managing Director, the Operations Manager, the Human Resources Manager, administrative staff, trainers and participants. Brief tours were made of the training premises at Wokingham and the two venues in London, along with observations of training in these venues. The online systems used to manage the business processes were demonstrated. The Provider cooperated fully with any requests for information.

### 4. Inspection History

<b>Inspection Type</b>	<b>Date</b>
Full inspection	11–13 June 2014
Interim inspection	6 August 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

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

Experienced and well-qualified staff manage Global Knowledge effectively. Managers know their teams well and have clear lines of responsibility and communication.

Recent succession planning has been managed well resulting in a number of internal promotions within the senior management team.

The company is very successful and has a good track record in winning many prestigious national and international IT training awards. These awards recognise the high quality and the range of approaches to the training provided. Managers and staff have developed innovative ways of using technology to ensure success in a very competitive market.

Much communication is through e-mail and video calls, although the Managing Director reports to the head of Global Knowledge Europe weekly and meets with his Finance and Sales Directors weekly along with his Operations Manager. In addition, more formal quarterly minuted meetings take place. As a result, staff are clear about their roles and responsibilities.

#### 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

Administrators are competent and make very good use of electronic systems to support the running of the organisation and manage the data. For example, sophisticated databases and scheduling software provide managers and staff with up-to-date data regarding sales, room utilisation and delegate feedback. This enables them to make informed decisions and respond rapidly to issues as they arise. For example, if a scheduled course has only a few potential delegates, marketing can be informed promptly and can attempt to recruit extra delegates for that course. In addition, the systems provide weekly feedback to the vendors that develop and distribute the courses.

All the appropriate policies and procedures are available electronically. These include staff policies related to topics such as the use of IT, life work balance, stress, grievance and learning and development. Procedures are well understood by staff.

Marketing, support and technical teams operate efficiently within a large open plan office.

**3. The provider employs appropriate managerial and administrative staff**

3.1 There are appropriate policies and effective procedures for the recruitment and continuing employment of suitably qualified and experienced staff.  Yes  No

3.2 Experience and qualifications claimed are verified before employment.  Yes  No

3.3 There is an effective system for regularly reviewing the performance of staff.  Yes  No

**This standard is judged to be:**

Met  Partially Met  Not Met

**Comments**

The Human Resources (HR) manager ensures that the appropriate recruitment procedures, including general employment information and evidence of the right to work in the UK, are adhered to, and personal records kept securely.

For the potential trainers, the HR Manager can check proof of their professional status and qualifications achieved through the databases maintained by the IT vendors. These databases indicate whether or not the trainers' accreditation is up-to-date and also list the courses taught and provide a summary of the feedback given by participants.

An annual performance review cycle is in use so that clear goals and targets are set for staff.

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

4.1 Text and images provide an accurate depiction of the provider's location, premises, facilities and the range and nature of resources and services offered.  Yes  No

4.2 Information on the courses available is comprehensive, accurate and up to date.  Yes  No

**This standard is judged to be:**

Met  Partially Met  Not Met

**Comments**

A high quality website provides comprehensive information on the courses available which is accurate and up-to-date. In addition, Global Knowledge makes use of social media platforms to market its courses.

However, due to the good reputation of the Provider, word of mouth is one of the main marketing tools cited by participants.

<b>5.</b>	<b>The provider takes reasonable care to recruit and enrol suitable participants for its courses</b>	
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**

Participants are very clear about the requirements for the courses applied for. The course descriptions on the website indicate any technical pre-requisites that apply for each course.

Global Knowledge's staff discuss course content and any pre-requisites that may apply with participants.

The highly efficient systems used by Global Knowledge, which respond to web-based queries, ensure speedy communication with applicants to courses.

<b>6.</b>	<b>There is an appropriate policy on participant attendance and effective procedures and systems to enforce it</b>	
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**

Attendance requirements are clearly expressed in the pre-course information and attendance rates are very high.

Participants sign in each day and a register is maintained in each class. These registers are collated and analysed.

Staff at the reception desk chase up non-attenders and communicate the non-attendance to the participants' companies so that they are fully informed.

<b>7.</b>	<b>The provider regularly obtains and records feedback from participants and other stakeholders and takes appropriate action where necessary</b>	
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.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> 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**

Global Knowledge is assiduous in its gathering and analysing of feedback from participants.

Delegates complete online evaluation forms at the end of their course that assess aspects such as the quality of the trainer, the course materials, and the learning environment. Feedback sampled is generally positive. A high completion rate for the feedback forms is achieved at 75 per cent. In addition, a post event survey is sent out about two months after the course in order to establish how worthwhile the training has been for the participants' work.

Feedback is analysed and reviewed at regular management meetings. If an average score falls below 80 per cent for an event, an investigation is undertaken to establish what the issues are and what can be done about them. Similarly, in the event of a complaint, a delegated member of staff undertakes an investigation, and drafts a response, which is reviewed by the Director of Operations.

In addition to the analysis undertaken by Global Knowledge, the IT vendors also analyse the feedback provided by each delegate for courses related to their technology as part of their review of the quality of the training provided.

**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**

Global Knowledge has very effective systems to review its standards and monitor its performance. It has effective quality assurance systems to meet the strict auditing requirements of the IT vendors that it works with. Global Knowledge uses IT systems very well to gather, analyse and monitor Key Performance Indicators (KPIs) related to all aspects of the business such as sales figures and room utilisation. These include electronic boards around the offices that display progress against weekly sales targets.

The systems include mechanisms for trainers to feedback to the Provider on a quarterly basis, mechanisms for trainers to feedback to the vendors on the course content, and mechanisms for participants to feed back to the Provider and the technology vendor.

KPIs are carefully monitored for many aspects of the organisation. Its quality assurance arrangements are audited by the British Standards Institute (BSI) and satisfy their requirements.

**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.	<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**

The managers and subject team leaders are very experienced and well qualified. They ensure that courses run smoothly and that they meet the stringent requirements of the leading IT vendors.

Staff make good use of a sophisticated scheduling tool for the timetabling of classes and room allocation. This ensures that the size of rooms is appropriate for the number of delegates and that the correct technology is available for the training requirements.

Time is scheduled into the timetable for senior lead trainers to audit the other trainers, observe trainers on a regular basis and give feedback. Comprehensive peer-to-peer observations covering all aspects of delivery take place. Scheduling ensures that time is also built in for trainers to prepare for their courses and update their knowledge.

All course materials and supporting resources, which are of a high quality, are provided for by the vendors and are available online.

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

10.1	Courses are designed and delivered in ways that allow participants to develop the knowledge and skills which will be required for final examinations or assessments or which meet stakeholders' requirements.	<input checked="" type="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 checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> NA
10.3	Formative assessments appropriately reflect the nature and standards of summative examinations.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input 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**

Course are well designed to help participants develop the highly specialist knowledge and skills required to make good use of the technologies that they are using in their work place.

The IT vendors ensure that the course content and supporting materials are of a high quality and as such they are used throughout the world.

Lessons have a clear focus on learning objectives, which are defined by the IT vendors and, where applicable, link to vendor examinations that delegates may choose to sit.

Practical IT laboratories (labs) are a key ingredient of most lessons and provide an opportunity for delegates to apply knowledge and develop skills in using the various technologies. The labs place a significant emphasis on problem solving which develop independent learning skills.



Participants report that their learning needs are well met. They are very happy with the high quality of training provided. Trainers are very experienced in managing the pace of the five-day courses to best meet the needs of their delegates.

Innovative use is made of IT to support learning flexibly and remotely. Global Knowledge makes effective use of blending a variety of approaches to learning including instructor led, e-learning, mentored and collaborative learning. Delegates from around the world can join classes remotely using web technology, microphones and high definition video.

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

11.1	Trainers are appropriately qualified and experienced.	<input checked="" type="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 trainers are subject experts in their field and they need to continually update their training in order to maintain their certification without which they are not allowed to train.

Trainers make good use of technology to clearly demonstrate techniques and to explain, for example, how to configure networks and how to apply security techniques.

The performance of the trainers is carefully monitored and this includes regular classroom observations. Trainers sit in on each other's courses before teaching a course for the first time and also undertake on-going peer observations. Certain trainers have a responsibility as lead trainers. These provide additional support as do the conferences, organised by the IT vendors, that trainers attend, along with online forums. However, trainers report that their professional development would be enhanced further through the opportunity to engage in consultancy projects.

Delegates respond well to the challenge of working through lab exercises that help develop their understanding. Trainers provide good support to help delegates overcome any problems incurred when attempting the practical exercises.

The combination of theory and practical application of techniques helps to ensure that participants are actively involved in their learning. The practical tasks set for participants to complete, along with the good use of questioning used by trainers, helps to check participants' understanding of the course content.

**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**

The Provider is extremely well resourced with a wide variety of IT resources. Resources management is well planned and delivered effectively. The materials are produced by the vendor of the technology being studied and are relevant and up-to-date.

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

Courses are planned and written by the vendors, so any assessment requirements, stipulated by the vendor, are planned in and feature within the course materials provided to participants.

On most courses, delegates undertake labs that develop and assess their ability to apply concepts learned. Trainers provide good support and feedback to the participants. Extra time and one-to-one support are available for those who require it. In addition, participants have access to 12 months' post course support if needed.

**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**

The Provider offers courses accredited by IT vendors rather than awarding bodies. The materials are written by the software company, which is in effect, the awarding body.

Certification by these companies is recognised within the IT industry and is highly regarded around the world.

**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.  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**

Participants can choose to pursue vendor certification following a course, if they wish. In this case, they sit online examinations, managed by the IT vendors, within a room, which is set aside for the purpose. The assessment processes are moderated by Pearson's online VUE testing arrangements.

Strict security arrangements apply to examinations. The participants need to show an identification document and the examination is closely monitored.

**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**

Appropriate arrangements are in place to support participants. Staff on reception and the trainer provide support as required. Any concerns that participants have will be raised through their company and the company gets in touch with the account manager at Global Knowledge.

Prior to the course starting, the participants receive an appropriate induction pack that prepares them well for the course. This includes the necessary pre-course information and details of any preparatory work required before starting the course. Participants report that they were fully prepared for the course.

17.7 There are no arrangements in place to protect students from the risks associated with radicalisation and extremism. No policy or risk assessment has been developed to deal with this and staff have not been trained 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 type="checkbox"/> Yes            | <input checked="" 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**

Good information about the course is made available to international participants, from initial contact to the after-course service available. They are provided with useful details regarding hotels and how to get to the training location.

18.2 All delegates are IT professionals and international participants tend to be confident, experienced travellers. However, very little information is provided for international students specific to the local area.

A room for prayer is available for participants in Wokingham and dietary needs are taken into consideration when ordering their lunches.

**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**

The booking terms and conditions of courses are fair and transparent.

Participants are provided with a Delegates Guarantee, which outlines what they can expect from the course and describes the complaints procedure. This also describes the post course support available.

19.3 Participants are not advised of BAC's own complaints procedure.

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

- 20.1 Any residential accommodation is clean, safe and of a standard which is adequate to the needs of participants.  Yes  No
- 20.2 Any residential accommodation is open to inspection by the appropriate authorities, including Ofsted where participants under 18 are accommodated.  Yes  No  NA
- 20.3 Clear rules and fire, health and safety procedures are in place, with appropriate precautions taken for security of participants and their property.  Yes  No
- 20.4 A level of supervision is provided appropriate to the needs of participants.  Yes  No
- 20.5 Separate accommodation blocks are provided for participants under 18.  Yes  No  NA

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

**Comments**

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

- 21.1 Due care is taken in selecting home-stay accommodation which both provides a safe and comfortable living environment for participants and is appropriately located for travel to the provider and back.  Yes  No
- 21.2 Any home-stay accommodation is inspected before participants are placed and is subject to regular re-inspection by a responsible representative or agent of the provider.  Yes  No
- 21.3 The provider has appropriate contracts in place with any hosts, clearly setting out the rules, terms and conditions of the provision.  Yes  No
- 21.4 Appropriate advice and support is given to both hosts and participants before and during the placement.  Yes  No
- 21.5 Clear monitoring procedures are in place with opportunities for participant feedback and prompt action taken in the event of problems.  Yes  No

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

**Comments**

**22. The provider provides an appropriate social programme for participants and information on leisure activities in the area**

- 22.1 Participants are provided with appropriate information on opportunities for participation at events and other leisure activities which may be of interest.  Yes  No

- 22.2 The social programme is responsive to the needs and wishes of participants.  Yes  No  NA
- 22.3 Any activities within the social programme have been chosen with consideration for their affordability by the majority of participants.  Yes  No  NA
- 22.4 Any activities organised by the provider are supervised by a responsible representative with suitable qualifications and experience.  Yes  No  NA

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

**Comments**

**INSPECTION AREA – PREMISES AND FACILITIES**

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

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

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

**Comments**

Global Knowledge has a secure tenancy on all the properties used.

**24. The premises provide a safe, secure and clean environment for participants and staff**

- 24.1 Access to the premises is appropriately restricted and secured.  Yes  No
- 24.2 The premises are maintained in an adequate state of repair, decoration and cleanliness.  Yes  No
- 24.3 There are specific safety rules in areas of particular hazard (e.g. science laboratories), made readily available to participants, staff and visitors.  Yes  No  NA
- 24.4 General guidance on health and safety is made available to participants, staff and visitors.  Yes  No
- 24.5 There is adequate signage inside and outside of the premises and notice boards for the display of general information.  Yes  No
- 24.6 There is adequate circulation space for the number of participants and staff accommodated, and a suitable area in which to receive visitors.  Yes  No
- 24.7 There are toilet facilities of an appropriate number and level of cleanliness.  Yes  No
- 24.8 There is adequate heating and ventilation in all rooms.  Yes  No

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

**Comments**

Participants and staff work in a safe, secure, and high-quality professional learning environment.

General guidance on health and safety is made available to participants, staff and visitors.

During the induction, participants receive a health and safety briefing that covers the emergency exits and emergency procedures. However, many of the participants interviewed could not recall receiving this information and did not know where to muster in the event of an emergency.

The air-conditioned premises are clean and well maintained with appropriate signage.

The refurbished training centre in Old Broad Street in London provides a very professional corporate environment appropriate for the participants, many of whom work in large corporate organisations. The other smaller venue in Dukes Place is appropriate but has less space and has less of a corporate image. Global Knowledge plan to refurbish this site.

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

**This standard is judged to be:**

Met  Partially Met  Not Met

**Comments**

Training rooms provide appropriate accommodation for the size of the classes. Rooms are allocated through the scheduling tool, which takes account of the room capacity and the number of participants enrolled.

The classrooms are very well equipped. Specialist software and hardware effectively support the development of skills in topics such as installing and maintaining networks, working with cloud technologies, managing cyber security and using voice networks. A particular strength is highly sophisticated equipment used to facilitate virtual learning. Interactive white boards, sophisticated microphones and high definition video cameras enable delegates to be taught remotely and join in with traditional classrooms.

Assessment rooms are equipped to meet the needs of external certification bodies. They meet Pearson VUE requirements and have the appropriate technology to manage the online examinations securely.

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

---

meetings.

---

26.6 Administrative offices are adequate in size and resources for the effective administration of the provider.  Yes  No

---

**This standard is judged to be:**

Met  Partially Met  Not Met

**Comments**

Appropriate additional facilities are available for participants and staff which include comfortable breakout spaces.

Staff have access to a kitchen and hot and cold drinks are available for participants.

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

In the Wokingham centre lunch is provided in a cafeteria for delegates. Lunch is not provided in the London venue, instead participants make use of the many local food outlets available nearby.

Much of the administration space is in modern large open plan offices, although well appointed meeting rooms are available for staff meetings.

**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

Global Knowledge is a very well run organisation, which successfully achieves national and international awards for the quality of its work.

Managers and staff make very good use of electronic databases and scheduling systems to ensure the smooth and effective running of the business and timely decision-making.

Global Knowledge has very effective quality assurance procedures which make good use of participant feedback and ensure a significant focus on continual improvement.

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

### TEACHING, LEARNING AND ASSESSMENT

#### Provider's Strengths

Global Knowledge delivers high quality IT courses for world-leading organisations.

Extremely knowledgeable and well-qualified trainers ensure that the training meets learners' needs very well.

Global Knowledge makes innovative use of IT to combine real and virtual learning within the same classroom providing participants with flexible access to their courses.

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

### PARTICIPANT WELFARE

#### Provider's Strengths

Delegates are very happy with their courses and report that their needs are being met well. All interviewed would recommend the organisation.

Actions Required	Priority H/M/L
17.7 The Provider must develop a policy to deal with the risks of radicalisation and extremism and ensure that staff receive training in this area.	<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low
18.2 The Provider must provide international participants with useful information related to visiting the UK and should include information about the local area.	<input type="checkbox"/> High <input type="checkbox"/> Medium <input checked="" type="checkbox"/> Low
19.3 The Provider must add a reference to the fact that participants have access to BAC's complaints procedure within the delegate guarantee.	<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low

## PREMISES AND FACILITIES

### Provider's Strengths

Participants benefit from access to very well equipped IT labs and industry standard software.

Learning takes place within a comfortable and professional learning environment.

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

It is recommended that the Provider give full-time trainers the opportunity to undertake consultancy work in order to better be able to keep up to date with industry developments.

The Provider should ensure that trainers consistently include health and safety briefings in the participant induction.

## COMPLIANCE WITH STATUTORY REQUIREMENTS