

BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

END OF PROBATION REVIEW (Short Course Provider)

PROVIDER: London Training Centre

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

HEAD OF PROVIDER: Mr Abdul Hoque Habib

ACCREDITATION STATUS: Probation Accreditation

DATE OF INSPECTION: 26 November 2018

ACCREDITATION COMMITTEE DECISION AND DATE: Awarded full accreditation 31 January 2019

PART A – INTRODUCTION

1. Background to the provider

London Training Centre (LTC/the Provider) was established in 2000 by its current owner, who is the head of the Provider. LTC was registered as a limited company in 2011 and specialises in delivering training courses covering food safety and health and safety.

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

LTC's offices and main training facilities are based in the Business Development Centre (BDC) which is located in East London, between Whitechapel and Aldgate East underground stations. The Provider also maintains a secure testing centre at the nearby Montefiore Centre (MC). LTC also has access to external training facilities, should training rooms at the BDC be booked by another organisation.

LTC also offers training on-site at an employer's premises if required. At the time of the inspection, courses were being delivered at the BDC.

2. Brief description of the current provision

LTC offers a Level 1 Award in Health and Safety in a Construction Environment and Level 2, 3 and 4 Awards in Health and Safety in the Workplace. These are accredited by either the British Safety Council (BSC), the Qualifications Network UK (QNUK) or Highfield Qualifications.

LTC also offers the Award in Food Safety in Catering at Levels 2, 3 and 4, accredited by either Highfield or QNUK, Awards in Emergency First Aid at Work, First Aid, Emergency Paediatric First Aid and Paediatric First Aid at Level 3, accredited by Highfield and QNUK and the Award in Customer Service, Level 2, accredited by Highfield and QNUK. LTC offers courses which meet the minimum legal requirement for employment in the construction and catering industries. Courses are between one and five days in length.

LTC also offers the Diploma in Health and Social Care course and the Diploma in Teaching Assistant course, Level 3, accredited by the Northern Council for Further Education (NCFE). However, these courses are only offered if sufficient numbers of participants apply.

LTC is also a listed training provider for Trinity College London (TCL) and delivers preparation courses for the TCL Secure English Language Test (SELT) examinations. These examinations are approved by the United Kingdom Visa and Immigration (UKVI) division of the Home Office and Transport for London (TFL). LTC offers training for the Life in the United Kingdom (UK) test, which is known as the UK test, the B1 Preparation Course for Settlement/Citizenship and for Private Hire Drivers, the A1 Preparation Course for Spouse or Dependent and the A2 Preparation Course for Further Leave to Remain. These courses are preparation courses and, when participants are ready, they sit the tests at regulated examination centres in Holborn, Croydon or Hammersmith.

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

LTC also offers tailor-made courses designed for an organisation's individual requirements regarding food safety and health and safety.

A number of companies regularly send their staff to LTC for statutory training. The majority of participants on LTC's courses are British. A minority of participants are Bangladeshi, Indian, Pakistani, African and Eastern European and are resident in the UK. During the inspection, 14 participants were attending courses at LTC. The majority were male and all were over the age of 18.

3. Inspection process

The inspection was completed by one inspector over one day. Meetings were held with the Managing Director, who is also the owner and the Senior Customer Service Advisor. An observation was also completed of a lesson as part of the Life in the UK course. A comprehensive range of documentation was also scrutinised. The owner, management and academic staff were very co-operative during the inspection.

4. Inspection history

Full Inspection 20 & 27 March 2018

PART B – JUDGMENTS AND EVIDENCE

The following judgments and comments are based upon evidence seen by the inspector during the inspection and from documentation provided by the provider.

1. Significant changes since the last inspection

LTC was designated as a listed training provider for preparation courses for TCL SELT examinations in August 2018.

2. Response to actions points in last report

3.3 An appropriate staff appraisal system must be introduced by the organisation.

An appropriate staff appraisal system has been introduced and is fully documented. The staff appraisal review evaluates criteria including appearance, performance, job knowledge, communication skills, teamwork and personality. Strengths and areas for development are clearly identified.

7.1 LTC must obtain feedback from its staff, partner providers and employers on all aspects of its provision and the outcomes must be reviewed on a regular basis.

LTC obtains oral feedback from its trainers and members of the administration and management team while courses are in progress. As a member of the management team is always on-site while a course is in progress, any matters arising are resolved quickly and effectively.

LTC sends a customer satisfaction survey to the organisations using its provision to train their staff. The staff respond appropriately to the feedback. For example, LTC was informed that participants were not receiving their Construction Skills Certification Scheme (CSCS) cards promptly after training. This feedback was forwarded to the Construction Industry Training Board for its attention.

7.4 An appropriate mechanism must be introduced whereby LTC's responses to feedback can be disseminated to participants, including those who have completed its courses.

A comprehensive end of course evaluation is completed by participants at the end of each course. This is reviewed by the management team in a timely manner. If a complaint has been made about the provision, a member of the management team contacts the participant concerned in order to resolve the issue in a satisfactory manner.

8.2 An annual report, incorporating action plans, which provides a review of the success of LTC's programmes of study and the participant's experiences on its courses must be produced.

An annual report, incorporating appropriate action plans, has been produced. It includes a review of the success of LTC's programmes of study and participants' feedback. Action points show which member of staff is responsible for each point and the anticipated dates of completion.

11.3 As part of a system of staff appraisal, formal observations of trainers must be completed and documented.

As part of the system of staff appraisal, formal observations of trainers have been completed and documented. These were completed and documented on trainer evaluation forms. Although the observations were carried out satisfactorily, they were not done by a qualified trainer, to ensure that all possible strengths and areas for development are identified.

24.4 Guidance on health and safety must be made available to participants and visitors.

Guidance on health and safety is provided to all visitors. Information about fire exits and fire drills is given to participants during induction on each course.

24.5 Signage for LTC must be added to the front of the premises at BDC to ensure that participants and visitors are able to locate the organisation easily.

Signage for the LTC has been added to the entrance of the premises. The management of the BDC has also added signage for the centre to the front of the building making it much easier to identify the premises.

3. Response to recommended areas for improvement in last report

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

LTC's welcome e-mail to participants gives clear guidance about how to find the centre together with a map to BDC from local stations. As the centre now has clear external signage, it is not necessary to include a photograph of the outside of the building.

4. Compliance with BAC accreditation requirements

4.1 Management, Staffing and Administration (spot check)

The standards are judged to be:

Met Partially Met Not Met

Comments

The management team is effective, efficient and well established. The owner of the company is involved in the day-to-day operation of the organisation which ensures that any matters which may arise are resolved satisfactorily and in a timely manner.

The Provider maintains a shared database, which all staff can access. Data collection and collation systems are comprehensive and available to all members of staff. A detailed database is maintained for all LTC's courses. Enquiries and enrolments are added to the database on an ongoing basis. Information on participants, including their specific learning needs and requirements, is shared effectively and efficiently between members of the administration and the training teams. Enquiries about LTC's courses are handled in an efficient, methodical manner.

The administrative office is fit for purpose and well equipped. LTC's administration staff work in a small, shared office which enables communication to be immediate and effective.

4.2 Teaching, Learning and Assessment (spot check)

The standards are judged to be:

Met Partially Met Not Met

Comments

The Managing Director is an experienced trainer and programme manager. Most of the management team are also qualified trainers and have a wide range of experience in a number of vocational roles suited to the courses they deliver. Staff also undergo regular training and are supported in their development as trainers by the Managing Director. The trainers are fully informed and knowledgeable about the current requirements of the courses they deliver.

Courses are designed to provide participants with the qualifications they need for employment or their continuing professional development. Participants are advised about the level of knowledge they require for

the course they wish to attend prior to enrolment.

Methods of course delivery are well suited to the needs of LTC's participants, guided discovery is used, with further clarification of required content provided to participants in their first language if required.

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

4.3 Participant Welfare (spot check)

The standards are judged to be:

Met Partially Met Not Met

Comments

Participants receive appropriate information before the start of the course. They also undergo a thorough induction on the first day of each course. Participants are provided with a learner handbook, which contains detailed information about their course and LTC's fair and comprehensive complaints, attendance and lateness policies.

The Managing Director is the student welfare officer for LTC and his contact number is provided in the learner handbook. He is also available to participants while they are undergoing training at the BDC or the MC.

4.4 Premises and Facilities (spot check)

The standards are judged to be:

Met Partially Met Not Met

Comments

The organisation maintains suitable premises in two locations, which are situated a short distance from each other. The BDC contains two training rooms, one seating eight participants and the other seating 20. There is also a small meeting room seating four and the Provider's administration office. Training rooms are well equipped, clean, light and well ventilated. The rooms at the nearby MC are permanently set up as a secure testing centre, with computers, lockers and close circuit television. No training takes place at the MC.

LTC's lease on its premises at the BDC was scheduled to be renewed on the 1 April 2018. However, the Spitalfields Small Business Association (SSBA) is presently awaiting confirmation from the Land Registry regarding the floor plans for the BDC. When the SSBA receives this information, a new lease will be signed with LTC. The London Borough of Tower Hamlets has agreed a one-year lease with LTC for the premises at MC until 31 May 2019. This will be renewed after refurbishments have been completed.

4.5 Compliance Declaration

Declaration of compliance has been signed and dated.

Yes No

PART C – SUMMARY OF STRENGTHS AND ACTION POINTS

STRENGTHS

LTC has a well-established, experienced management and administration team. Communication between all members of staff is immediate and productive.

The trainers at LTC are well qualified and have a wide range of experience in their specialist areas.

Participants are fully informed about LTC’s courses prior to their enrolment. They also receive a wide range of support from their trainers and the staff at LTC while they are on a course.

LTC’s facilities at BDC and MC are of a high standard and offer an environment conducive to training and learning.

ACTIONS REQUIRED

None

High

Medium

Low

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

It is recommended that the Trainer Evaluation Form be renamed the Trainer Observation Form to accurately reflect the form’s function.

It is recommended that observations of trainers should be completed by a qualified, experienced trainer who can clearly identify all the strengths and areas for development in a trainer’s teaching practice.

COMPLIANCE WITH STATUTORY REQUIREMENTS - FURTHER COMMENTS, IF APPLICABLE

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