

BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

Short Course Provider (SCP) Re-accreditation Inspection

NAME OF PROVIDER: Mobility Oil and Gas

ADDRESS: Rowlandson House
289-293 Ballards Lane
Finchley
London
N12 8NP

HEAD OF INSTITUTION: Mr Abiodun Grillo

DATE OF INSPECTION: 20-21 November 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- Award of accreditation to be withdrawn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: 31 January 2019

PART A – INTRODUCTION

1. Background to the institution

Mobility Oil and Gas Limited (MOGL/the Provider) was established in 2010. It is a private training company limited by shares and is owned by a sole shareholder, who is the managing director. There is also a senior manager, who is in charge of operational management.

The registered office is based in a modern shared office building in Finchley, North London. The Provider moved here in November 2016, from its original base in Leeds, in order to provide a more centralised location for the United Kingdom (UK) business.

MOGL aims to deliver high quality professional development for the global Oil and Gas Industry and delivers short specialist training courses in the UK and overseas. Training is normally delivered in the client's premises or in rented conference facilities, and, in the case of very small groups, at MOGL's registered office.

The Managing Director (MD) has established links with a range of multi-national oil and gas corporations. MOGL delivers courses as part of the sector's Continuing Professional Development (CPD) requirement and courses are delivered either abroad in the corporations' own premises, or they send staff to the UK for training. Similar courses are delivered overseas including in the United States of America (USA), Africa, the Middle East and South America. BAC accreditation is for MOGL's UK delivery only.

Due to the unique range of specialist courses, the vast majority of participants are sponsored by their employers with places commissioned and funded by these organisations' Human Resource Departments.

2. Brief description of the current provision

MOGL offers an extensive range of sector specific courses including business and management subjects as well as technical subject areas. Courses are mostly commissioned through large corporations. In a very small minority of cases, participants apply directly to the Provider. Places are secured through an online application and enrolment process. Courses are run on demand and the content is adapted in order to meet specific needs or sector specifications.

Courses usually run over three to five days in either the commissioning corporation's facilities or in conference-style accommodation hired in the UK. Courses are offered in a wide range of sector skill areas. Courses are either delivered as a mixture of lecture, seminar and facilitated workshops with application of theories undertaken individually or as a group. All courses contain a degree of bespoke content in order to meet the needs of each corporation and if appropriate, individuals attending classes in the UK.

MOGL's registered office has access to several rooms that are suitable for classes of up to five participants. Class sizes in a corporation's own premises are limited to 20 participants. Instruction and training is undertaken by a team of specialist training consultants who are commissioned on demand to deliver courses as and when they are required.

MOGL's specialist professional training and instruction is for participants aged 18 years and over. At the time of the inspection there were five participants, mostly male, enrolled on short courses run at the registered office. Participants attended from five companies from four countries. These countries were Nigeria, Norway, France and the UK. Whilst nearly all participants have English as a second language, they all had very high levels of English language competency.

3. Inspection process

The inspection was undertaken by one inspector over two days in the registered office in London. Key documentation was reviewed and discussions were held with the Managing Director and General Manager. A tour of the premises was carried out. Classes were observed and a meeting took place with an instructor.

4. Inspection History

Inspection Type	Date
Full Accreditation	27 November 2014
Interim	10 September 2015
Supplementary	21 August 2017

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

The management structure appropriately reflects the size and nature of the Provider's business. The MD outsources the two core business functions of information technology and financial oversight and all instructors are employed on a consultancy basis and report to the MD.

The MD is highly qualified in the oil and gas engineering sector and has an established network of contacts. These links enable MOGL to successfully respond promptly to the industry's specific needs.

There is a close working relationship between the two senior managers and whilst communication methods are informal, there is effective oversight and high-quality operational management with very clear lines of responsibility and accountability. Communication with training staff is clear, supports high quality training and results in high levels of satisfaction displayed by sponsors and participants in written feedback.

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

There is a well-defined summary of responsibilities that provides clarity and successfully underpins staff roles and responsibilities.

The administrative team has recently been expanded and new staff employed. Whilst it is too early to see the impact of additional resources in this area, the rationale behind recruiting additional staff is based on ensuring the day-to-day operation of the Provider is enhanced thereby continuing to maintain high standards of course delivery.

There is a satisfactory and documented range of policies for the business, however none of them reference creation or review dates which means it is difficult to judge whether they reflect current practice and/or compliance requirements.

2.4 In a minority of policies, the contents have not been sufficiently customised to reflect the scope and practice of MOGL and require reviewing for relevance.

There are satisfactory systems for collecting and collating data that include participant skills acquisition and theoretical testing. In the vast majority of cases, it is used well by managers to monitor participant attendance and course achievement.

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

The recruitment policy adequately reflects the requirements for employing staff. MOGL makes good use of electronic records for recruiting permanent staff and commissioning consultant instructors in accordance with legal compliance and data protection. Staff records confirm all pre-employment checks are undertaken including recording qualifications and experience prior to appointing staff.

There is a satisfactory appraisal policy that explains the rationale behind the performance review process, which is undertaken annually. However, improvement targets arising from performance reviews are not recorded to ensure they are appropriately monitored.

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

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|-----|--|---|-----------------------------|
| 4.1 | Text and images provide an accurate depiction of the provider's location, premises, facilities and the range and nature of resources and services offered. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| 4.2 | Information on the courses available is comprehensive, accurate and up to date. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |

This standard is judged to be:

Met Partially Met Not Met

Comments

The Provider's publicity material is current, comprehensive and provides a good level of information about courses, sector qualifications, job functions and competencies as well as course pre-requisites to enable sector professionals to identify and choose the best courses for their CPD requirements.

- 5. The provider takes reasonable care to recruit and enrol suitable participants for its courses**
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|-----|---|---|-----------------------------|--|
| 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

There is comprehensive information regarding course content and the professional functions that the courses support. The vast majority of participants are sponsored by their employers and places are secured via corporate Human Resource Departments. Participants are expected to meet the course's prerequisite language competency and meet academic and/or experience requirements prior to acceptance.

There is an appropriate application process that is supported by discussions with the sponsors. It effectively ensures participants are enrolled on suitable courses. All participants must have fluent English language skills and these are confirmed prior to acceptance. Communication with sponsors is very well managed with prompt responses to enquiries that provide accurate information. This effectively underpins the effective meeting of stakeholders' expectations.

6. There is an appropriate policy on participant attendance and effective procedures and systems to enforce it

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

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

Comments

There is a comprehensive, detailed and appropriate Delegate Handbook that includes the attendance and punctuality requirements as well as the Provider's policies and a wide-range of useful and supportive information.

Attendance records are accurate and secure. Participant attendance is excellent as the provision is sponsored and monitored by both MOGL and the participants' corporate sponsor.

7. The provider regularly obtains and records feedback from participants and other stakeholders and takes appropriate action where necessary

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

Stakeholder engagement is excellent with high quality feedback received from participants and sponsors that managers use very well to evaluate the relevance and quality of the provision. All feedback verbal or written is responded to immediately with information provided directly to the individual or group during their stay.

Where feedback results in changes, these are recorded in the appropriate policy and appropriate amendments are implemented to resolve any issues.

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

There is a high focus on customer satisfaction and MOGL successfully monitors and reviews the provision.

8.1 Reviews are not sufficiently supported by the Quality Policy. This policy has not been reviewed or amended to reflect current practice and does not sufficiently relate to the provision currently offered to enable managers to undertake accurate self-assessment and quality improvement planning.

Reports to sponsor organisations are undertaken on request and the format contains high-quality information on participant attendance, achievement and outcomes. However, these reports are not routinely undertaken for all courses, which reduces the effectiveness of the monitoring of the provision as a whole.

Adequate action plans are in place and provide financial planning information as well as widening the scope of activity. Quality improvement is reflected as customer satisfaction targets.

INSPECTION AREA – TEACHING, LEARNING AND ASSESSMENT

9. Programme management is effective

9.1 There is a suitably qualified and experienced programme manager or management team with responsibility for teaching, learning and assessment and the management of the body of trainers Yes No NA

9.2 Classes are timetabled and rooms allocated appropriately for the courses offered. Yes No NA

9.3 The allocation of trainers to classes provides for a consistent learning experience and delivery is monitored to ensure consistency. Yes No NA

9.4 There is an appropriate policy and effective procedures for the acquisition of academic resources. Yes No NA

This standard is judged to be:

Met Partially Met Not Met

Comments

The MD is responsible for developing the curriculum and undertakes regular and frequent needs analysis of CPD requirements for the oil and gas sector. Sector, subject or competency specialists are commissioned to develop and deliver the content. This collaboration results in a responsive and successful range of programmes. Instructors are provided with very good support to create a curriculum that is responsive to sector skills and results in very good achievement rates for participants.

All courses are managed on an individual basis and classroom accommodation is effectively arranged as appropriate. Due to the specialist nature of the provision, all classes are delivered by sector and subject specialists who are also qualified to train. This ensures that the quality of the learning experience is consistently high. There is a very clear protocol for requesting and managing resources, which is very well implemented.

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

All participants are highly qualified and specialist professionals with existing high levels of academic skills, sector specific competencies and achievements. Courses are all instructor assessed and successful completion of the programmes contributes to CPD standards for the oil and gas sectors.

The provision successfully supports the participants' very high levels of independent learning skills as well as their professional skill and competency outcomes.

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

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|------|--|---|-----------------------------|-----------------------------|
| 11.1 | Trainers are appropriately qualified and experienced. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No | |
| 11.2 | Trainers have a level of subject knowledge, pedagogic and communicative skill which allows them to deliver the content of courses effectively. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No | |
| 11.3 | The appraisal procedures for trainers incorporate regular classroom observation. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No | |
| 11.4 | Trainers are supported in their continuing professional development and enabled to develop further pedagogic techniques to enhance the learning of participants. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> NA |
| 11.5 | Trainers respond to different learning needs of participants where appropriate, taking various learning styles into account in their planning and delivery of lessons. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No | |
| 11.6 | Trainers employ effective strategies to involve all participants in active participation and to check their understanding of concepts and course content. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No | |

This standard is judged to be:

Met Partially Met Not Met

Comments

The Provider has access to highly qualified and experienced sector specialists who are employed on a consultancy basis as required. These specialists are either current practitioners or academic lecturers in the subject or skill area. Due to the subject themes and perspectives and highly specific contexts, there is a robust pool of consultant instructors available to deliver a wide range of courses in the UK and overseas.

Instructors have excellent communication skills, which alongside their experience and knowledge, result in very good learning outcomes. They deliver high quality, well-planned and delivered lessons that are highly focused on theoretical knowledge and practical application procedures and protocols that result in excellent achievement levels.

Lesson observations are undertaken regularly by managers as a measure of customer satisfaction. These observations do not include evaluating all relevant aspects such as classroom management and teaching methods and the results are not routinely shared with instructors.

Lessons are delivered as seminars or lectures, employ appropriate resources and respond well to the learning needs of the participants. There is an appropriate policy that provides guidance on the support provided to instructors and participants if a specific learning need is disclosed or identified prior to or on arrival.

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

Instructors receive comprehensive support with regard to teaching resources and lessons are well resourced.

Participants receive a good range of course materials and there are plenty of resources to enable them to effectively complete their courses.

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

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|------|---|---|--|
| 13.1 | Feedback is given to individual participants tailored to meet their specific needs and constructive in its nature and delivery. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| 13.2 | Courses are planned to include a schedule of assessments, the procedures and criteria for which are available in writing and in advance to participants and trainers. | <input type="checkbox"/> Yes | <input type="checkbox"/> No <input checked="" type="checkbox"/> NA |
| 13.3 | Assessment outcomes are monitored to enable the identification of participants who are not making satisfactory progress and prompt intervention where appropriate. | <input type="checkbox"/> Yes | <input type="checkbox"/> No <input checked="" type="checkbox"/> NA |
| 13.4 | Participants are made aware of how their progress relates to their targeted level of achievement. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No <input 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

The lessons appropriately reflect the professional level of support required by participants. The participants receive appropriate feedback, which is fit for purpose, during lessons as part of the lesson structure.

Lessons are supported by a good range of course manuals and these successfully enable participants to measure and record their progress on the programme. Participants receive excellent support from their instructors, including lunching daily with them. This enables participants to ask questions, reinforce learning and consolidate information effectively outside formal class time.

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. 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.	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
17.6	Effective safeguarding arrangements are in place and are regularly reviewed to keep all participants safe.	<input type="checkbox"/> Yes	<input type="checkbox"/> No <input checked="" 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

The first point of contact for any welfare concern are the class instructors, who are able to contact immediately either the MOGL General Manager or the clients' Human Resource Departments if the courses are delivered in a sponsor's premises.

Sponsors are given a great deal of information on courses and this information is shared with participants prior to the start of the programmes. An appropriate Induction is provided, which is dependent on the course venue and incorporates appropriate health and safety information. Prior to travelling, all participants are given a 24-hour emergency contact telephone number that is managed by the General Manager.

17.5 17.7 Participants join the provision with the expectation, outlined in the course terms and conditions, that they adhere to the sector's professional standards for relationship management and behaviour. Therefore, managers consider the risk too low to have a policy on bullying and abusive behaviour or radicalisation and extremism.

18. International participants are provided with specific advice and assistance

18.1	International participants receive appropriate advice before their arrival on travelling to and staying in the UK.	<input checked="" type="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

The vast majority of participants are from overseas and receive an outstanding level of advice, information and support for travelling to and entering the UK. This contributes to successful visa applications and well-managed travel plans.

There is a comprehensive Delegate Handbook that contains a wide variety of helpful information to enable the participants to be aware of and understand UK customs and culture. All participants receive excellent support throughout their course, including a useful induction and access to a wide range of support from the managers. There is excellent regard for different cultural and religious considerations and there are plenty of opportunities for participants to state their needs and request support or help.

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

This standard is judged to be:

Met Partially Met Not Met

Comments

The contractual arrangements for enrolling participants are transparent and fair.

The complaints policy is comprehensive and includes detailed procedures for making a complaint as well as MOGL's internal and external processes, which are clearly explained with appropriate timelines. It includes a flow chart, which details the process and there is a clear reference to BAC's 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. | <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

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

This standard is judged to be:

Met Partially Met Not Met NA

Comments

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

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|------|--|------------------------------|-----------------------------|
| 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. 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

The Provider has secure tenure of its registered office.

Additional training venues are hired as required.

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

The premises provide a safe and secure environment for learning and have a very high standard of decoration and are well maintained. Participants receive appropriate health and safety information as part of their induction. Visitors to the registered office are not routinely provided with health, safety and evacuation procedures.

Due to the nature of the registered office premises being shared by several different businesses, there is no capacity for extensive signage for the Provider. However, plenty of information is given to participants prior to arrival that effectively support them to find and enter the building. On arrival, visitors are directed to the main office by the building receptionist.

25. Training rooms and other learning areas are appropriate for the courses offered

- 25.1 Training rooms and other learning areas provide adequate accommodation in size and number for the classes allocated to them. Yes No
- 25.2 Training rooms and/or any specialised learning areas (e.g. laboratories, workshops, studios) are equipped to a level which allows for the effective delivery of each course. Yes No
- 25.3 There are facilities suitable for conducting the assessments required on each course. Yes No NA

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

Comments

Training rooms are appropriate in size, have high quality teaching resources, and provide a comfortable learning environment.

26. There are appropriate additional facilities for participants and staff

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

Teachers do not have designated areas for preparing lessons and marking work and this is not required. There is no specific storage for participants' personal possessions other than in the classrooms, which is appropriate.

There is a cafeteria on site where participants can socialise and relax with their peers and a good variety of local cafes within a very short distance. Students also have access to their classrooms before and after their lessons and breaks to mix with their course colleagues and to access the internet if required.

MOGL can hire appropriate additional rooms when required at the premises where the Registered Office is located. The administrative offices are adequate in size and resources.

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

Stakeholders' involvement in the provision ensures that high quality information on the training outcomes required by corporations and individuals is available.

Actions Required	Priority H/M/L
2.4 Policies must be reviewed for relevance to the scope of MOGL's operation and so that they accurately reflect the name of the Provider and include creation and review dates.	<input type="checkbox"/> High <input type="checkbox"/> Medium <input checked="" type="checkbox"/> Low
8.1 The Provider must review and strengthen the Quality Policy so that it reflects current practice and the provision and enables managers to undertake accurate self-assessment and quality improvement planning.	<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low

TEACHING, LEARNING AND ASSESSMENT

Provider's Strengths

The curriculum is targeted and responds effectively to the needs of the oil and gas sectors globally.

High quality teaching leads to excellent participant outcomes.

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

PARTICIPANT WELFARE

Provider's Strengths

Course registration and pre-course support enables participants to settle quickly into their studies.

International participants receive high levels of information and guidance that effectively supports travel planning, visa applications and information on the relevant cultural aspects the UK.

Actions Required	Priority H/M/L
17.5 The Provider must put in place policies to avoid discrimination and a published procedure for dealing with any abusive behaviour.	<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low
17.7 An effective policy and procedures must be put in place to protect participants from the risks associated with radicalisation and extremism to include a risk assessment and staff training.	<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low

PREMISES AND FACILITIES

Provider's Strengths

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

MOGL should consider strengthening the staff appraisal process by consistently setting achievable performance improvement targets.

MOGL should consider extending the reporting process currently used for a minority of sponsor organisations, to all provision in order to strengthen self-assessment and support quality improvement planning.

It is recommended that MOGL extends the focus of the lesson observations to include evaluating teaching practice and methodology to better support the instructors' professional development.

It is recommended that MOGL extends the formal communication of its health and safety information and evacuation procedures to visitors.

COMPLIANCE WITH STATUTORY REQUIREMENTS

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