

BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

END OF PROBATION REVIEW (Short Course Provider)

PROVIDER: Centre for Capacity Training and Development

ADDRESS: 10 Victoria Street
Bristol
BS1 6BN

HEAD OF PROVIDER: Mr James Baffoe

ACCREDITATION STATUS: Probation accreditation

DATE OF INSPECTION: 15 May 2019

ACCREDITATION COMMITTEE DECISION AND DATE: Continued accreditation, 16 July 2019

PART A – INTRODUCTION

1. Background to the provider

The Centre for Capacity Training and Development (CCTD/the Provider) is a limited company which offers short courses in a range of business and management-related subjects.

The aim of CCTD is to provide continual management training and development for business employees in the public and private sector. It offers practical methods of improving performance efficiency within organisations.

CCTD is owned by two directors. One director acts as the Programme Director. The Programme Director is based in Bristol and is responsible for the day-to-day management of the Provider. He is in regular contact with the second director, who is based in Accra, Ghana, regarding the operation of CCTD. CCTD also has strategic partnerships with training companies in the United States of America and Canada. Only the CCTD provision in the United Kingdom (UK) is accredited by BAC. CCTD was established as a limited company in October 2015.

CCTD does not currently have any full-time employees. Trainers and a part-time administrator are engaged when required on a self-employed basis.

CCTD delivers its courses in meeting rooms in a modern serviced business centre in central Bristol. The centre also acts as a virtual office, providing a mailing address and office services.

2. Brief description of the current provision

CCTD offers short courses of one or two-week duration in a range of business and management subjects to participants from outside the UK in both public and private sectors. Courses are offered in a wide range of areas such as Management and Protocols, Private Public Partnership and State-Owned Organisations, Project Management and Monitoring, Procurement and Logistics and Agriculture and Food Security.

Scheduled courses run across a morning and an afternoon session with a scheduled lunch. In addition to the advertised portfolio of courses, CCTD also offers a number of courses when there is a specific request and demand. Courses are delivered by freelance facilitators who are employed by the Provider to deliver a course subject to demand. All courses offered are delivered face-to-face. At the time of the inspection, there were no courses taking place.

Participants come from outside the UK and from both the public and private sectors. The courses are targeted at participants who are aged in their mid-twenties or older. Participants are sponsored by their employers or by international development donor agencies and come from western, eastern and southern Africa, the West Indies, Asia and the Middle East. There is generally an equal split of male and female participants. All participants are 18 years of age or over.

Although there are no specified entry requirements for the programmes, it is expected that all delegates from non-English speaking countries are able to speak and write in English or must have an internationally recognised English language qualification.

The Provider reported that there had been no enrolled participants or courses running since the mid-way probation review. The Provider is confident that there is a demand for these courses and that CCTD will fulfil its projected target of 30 participants for the coming year.

3. Inspection process

The end of probation review was undertaken over a half day by one inspector. Meetings were held with the Programme Director and a facilitator. The inspection also included a review of documents and an inspection of the premises. The Programme Director cooperated fully with the inspector and made available the documents requested.

4. Inspection history

Inspection Type	Date
Stage 2	23 March 2017
Supplementary	16 May 2017
Stage 3	19 July 2018
Mid-way Probation Review	13 December 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

The Provider has developed the enrichment activities for participants to enable them to relate to what they are studying. The Provider has identified and established links with local business and industry to develop relevant opportunities for visits to take place during the course to enhance the participants' experience. To date, a visit was arranged for a participant to visit the local environment protection agency to provide first-hand practical experience of that industry.

2. Response to actions points in last report

8.1 Effective systems for monitoring and reviewing all course performance must be developed and implemented

The Provider has introduced an appropriate monitoring process to allow for a review and evaluation, at both course and organisation level, to identify areas of strength and development. The process and supporting documentation were, at the time of the review, in the process of being disseminated to the management and administration staff as well as to the facilitators. The process identifies the stages and relevant documentation involved and also clarifies personnel responsible for managing the review process.

The Provider has developed a process that is clearly documented and outlines the channels through which it gathers feedback from participants and facilitators to review course performance. A flow chart identifies how the participant feedback and the facilitator self-evaluation form contribute to the course performance review, which is a separate document. The documents are appropriate and provide the opportunity to gather relevant and pertinent feedback to support the course performance review process. At the time of this inspection, the process had not yet been implemented.

8.2 Reports presenting a course level review and action plan must be produced so that it can feed up to the strategic review document.

The course performance review report draws together the key information from the participant and facilitator feedback forms. The report also includes a section that relates to the costs incurred and the income generated from the course to provide a financial overview of its profitability. An action plan is appended to this form and provides the opportunity to identify action points, personnel responsible and a monitoring and review date.

As no courses had been delivered since the introduction of the review processes and documentation, individual course action plans had not been populated so it is not possible to comment on their implementation. However, their design and content requirements should provide the required detail and information.

8.3 A formal mechanism to capture centrally feedback must be developed to inform the strategic review of the Provider as well as course level reviews

Individual course performance review reports are used to produce the over-arching self-assessment process. The self-assessment documentation includes a review of appropriate key areas such as management, staffing and administration, marketing and advertisement, course admission and enrolment, course management and supervision and teaching, learning and assessment. Each section has a related action plan that identifies the actions, personnel responsible and a monitoring and review date.

At the time of the review, the Provider had not completed a self-assessment form. CCTD operate on a January to December calendar so the implementation of this stage of the review process was not scheduled until the end of

the current working year. However, the documentation inspected should provide the information required to inform the strategic review of the Provider.

3. Response to recommended areas for improvement in last report

It is recommended that the minimum English language level is also expressed as an appropriate Common European Framework of Reference for Languages (CEFR) level and an appropriate International English Language Testing System (IELTS) score.

The website now contains additional detail on the English language requirements and references an appropriate English Language Testing System (IELTS) score, or equivalent, as a pre-requisite for studying a course. As a result, there is now clarity regarding the language requirements for the programmes that are applicable and well recognised.

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

CCTD has not made any changes to the management structure, administration support or the self-employed facilitators with whom it engages to deliver the courses. The roles and responsibilities of the management and administration are documented and supported by their curricular vitae that confirm that they are suitably qualified and experienced to undertake their role. The facilitators have defined job descriptions with clear roles and responsibilities. All have undertaken an induction process and have been issued with a Staff Handbook. The induction handbook provides clear information and support for staff new to the organisation and also acts as an effective point of reference for established staff.

The Provider has developed a system to review its own standards to allow for the assessment of its own performance to inform continuing improvement. Course, participant and facilitator feedback forms have been introduced that inform the monitoring and review process for the Provider. These documents feed into the review and action planning process. Clear and appropriate documentation is in place to support the monitoring, review and action planning process. However, at the time of the inspection, the processes had not yet been implemented.

4.2 Teaching, Learning and Assessment (spot check)

The standards are judged to be: Met Partially Met Not Met

Comments

No courses have taken place since the mid-way probation review. There have been no changes to the course portfolio or the structure and content of individual courses.

4.3 Participant Welfare (spot check)

The standards are judged to be: Met Partially Met Not Met

Comments

The Programme Director is responsible for participants' welfare which ensures that a personalised pastoral support infrastructure is provided by the Programme Director for international participants. A Participants' Handbook is in place which includes an appropriate complaints and appeals procedure, which makes suitable reference to the BAC complaints procedure. The Handbook also contains a Code of Conduct Statement outlining an appropriate procedure for dealing with discrimination and harassment.

4.4 Premises and Facilities (spot check)

The standards are judged to be:

Met

Partially Met

Not Met

Comments

The premises are part of a larger office space which is shared with other businesses. The Provider rents teaching spaces and meeting rooms within the premises when the need arises. The Provider has access to shared toilets and a shared kitchen area. The premises are well maintained and provide a professional working environment.

There is clear guidance regarding health and safety that is communicated to all staff when they join the organisation and is clearly displayed within the lobby of the building as well as being available and visible on notice boards on each floor. The premises have appropriate signage.

The space and facilities are appropriate to support the number of participants and facilitators accommodated at any one time and allow for adequate circulation space.

Toilet facilities are adequate and appropriate for the number of people within the premises and maintained to an excellent standard of cleanliness.

Heating and ventilation are appropriate for the size of the building and number of participants and staff on the premises at any one time.

The tuition room is well resourced with access to an interactive whiteboard and information technology facilities as well as a space to work. A conference room is also available to hire when a meeting space is required.

4.5 Compliance Declaration

Declaration of compliance has been signed and dated.

Yes

No

PART C – SUMMARY OF FINDINGS

FURTHER WORK TO MEET OUTSTANDING ACTIONS

8.1 The Provider must fully implement the systems for monitoring and reviewing its course performance.	<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low
8.2 The Provider must ensure that the action plans for individual courses are completed, monitored and reviewed so that they can feed into the strategic review document. The plans must include the actions resulting from the review process and the dates when they have been achieved.	<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low
8.3 The Provider must implement the self-assessment review process and ensure that action plans are completed and documented to inform the strategic review of the Provider.	<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low

FURTHER WORK TO MEET OUTSTANDING RECOMMENDED AREAS FOR IMPROVEMENT

None

ADDITIONAL ACTIONS REQUIRED

None	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low
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ADDITIONAL RECOMMENDED AREAS FOR IMPROVEMENT *(to be reviewed at the next inspection)*

None