

BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

INTERIM INSPECTION (Online, Distance & Blended Learning)

PROVIDER: Mulberry House SCTV

ADDRESS: Hingham Manor
Attleborough Road
Hingham
Norfolk
NR9 4HP

HEAD OF PROVIDER: Mr Nigel von Sachsenburg

ACCREDITATION STATUS: Accredited

DATE OF INSPECTION: 8 May 2019

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

PART A – INTRODUCTION

1. Background to the provider

Mulberry House Social Care Television (Mulberry House SCTV/the Provider) is a privately-owned company established in 1997. Mulberry House develops and markets on-line training and digital versatile disc (DVD) based resources for health and social care providers of all types, for example in mental health care management and practices. Clients include care homes, home care providers and health care providers who use Mulberry House SCTV's resources to train their own staff.

Mulberry House SCTV is owned by the two founders who are joint Managing Directors. They are supported by a third director and an administrative team.

The aim of Mulberry House SCTV is to improve adult social care through outcome-based learning.

Mulberry House SCTV is located in the village of Hingham in Norfolk, 15 miles from Norwich. The premises consist of offices and meeting rooms, there are no facilities for teaching.

2. Brief description of the current provision

Mulberry House SCTV produces, and markets training materials aimed at the adult health and social care sector. Having no learners of its own, Mulberry House SCTV develops and produces online video based educational training materials for their clients' own training and supports them with any issues that arise in the delivery of the materials. This includes, for example, difficulties in accessing the online courses.

At the time of the inspection there were 89,546 learners following 66 of Mulberry's online courses through the client organisations. Of these 66 courses, Safeguarding of Vulnerable Adults, Infection Control, Fire Training and Health and Safety are the most popular. The number of learners following the DVD based courses is not known as the clients are not required to report the number of learners to the provider. Age, gender and ethnicity data is not collected.

Enrolment for the online courses can take place at any time of year dependent on the client's requirements. Course pre-requisites are set by the learners' own organisations.

3. Inspection process

The inspection was undertaken by one inspector over one day. The inspector had meetings with the Directors, scrutinised documents and had a demonstration of an online video course. The Provider fully cooperated with the inspection.

4. Inspection History

Inspection Type	Date
Full Accreditation	18 and 25 April 2013
Interim	20 June 2014
Re-accreditation	4-5 April 2017

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

Mulberry House SCTV is working to expand its portfolio of online only courses to include, for example, mental health issues and eating disorders.

Administrative support has increased by increasing staff hours.

The Provider has supported staff to increase their skillset and to make a wider contribution to the work of Mulberry House SCTV, by training administrative staff in, for example, video editing.

2. Response to actions points in last report

There were no actions arising from the last report.

3. Response to recommended areas for improvement in last report

There were no recommendations arising from the last report.

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 structure of the Provider is clearly defined with responsibilities shared between the three directors. The directors have a clear understanding of online, distance and blended learning which results in Mulberry House SCTV 's resources being of a very high quality.

Communication between management and the well qualified administrative staff is excellent, as all are based in one building with good office space and roles are well defined. Communication between the Provider and clients by email and telephone is also excellent.

Digital data is kept securely and only accessed by authorised personnel.

As part of the appraisal process, administrative staff can negotiate their Continuing Professional Development (CPD) needs with their manager. The Provider's retention strategy is to encourage the administrative staff to train to become involved in the video production side of the operation. This has been successful with a number of the administrative team trained as videographers.

The provider does not currently record or disseminate the minutes of meetings thus there is no formal record of decisions, responsibilities and timescales for actions.

4.2 Teaching, Learning and Achievement (spot check)

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

Comments

The Provider has no teaching staff or learners of its own. All teaching is provided by online video or, in a decreasing number of cases, from DVD. In both cases, access to virtual or physical media is purchased by clients for the training of their own staff.

Courses reflect good practice in the sector. Mulberry House SCTV draws on standards from national bodies such as Skills for Care, and good practice from overseas, particularly the United States of America (USA) and Canada. This ensures that courses go beyond national standards and have longevity.

Course materials are developed in house, writers and video production professionals are employed on temporary contracts whilst each course is in production. This ensures that the courses are professionally produced and up to date. However, course production could be planned more efficiently to ensure that video productions run to schedule and deadlines are met.

Each learner receives a certificate on completion of a course that is generated automatically. The certificate usefully contains a transcription of the course content.

Many of Mulberry House SCTV's courses can be used by learners as part of their Care Certificate qualification.

4.3 Learner Support (spot check)

The standards are judged to be:

Met Partially Met Not Met

Comments

Learner support is provided in the workplace by the client organisation with telephone support available from the Provider on request from the client, for example concerning learner log-in issues. The Provider has the view that they should have knowledge of, although not responsibility for, the quality of the support offered by clients to learners as poor support will affect the learner experience and could impact on the reputation of the courses. However, Mulberry House SCTV has no formal mechanism for reviewing the quality of learner support offered by its clients in the delivery of the courses.

Provision of systems for learners to access the courses are the responsibility of the clients. Learners develop the skills of independent learning through the well-designed online video courses.

The client organisations enrol learners on the most suitable course for their and their employees' needs. Enrolment is at the clients' discretion and there are no fixed enrolment times.

Mulberry House SCTV's complaints procedure is comprehensive and readily available to client organisations on the Mulberry House SCTV website.

Mulberry House SCTV uses a local specialist Information Technology (IT) company to maintain its IT hardware and software, ensuring that client access to the online video courses is uninterrupted.

4.4 Management of Quality (spot check)

The standards are judged to be:

Met Partially Met Not Met

Comments

Mulberry House SCTV monitors its performance, for example it can analyse pass rates of learners accessing the online video courses as each learner receives an automatically generated certificate and produces a strategic plan. However, there is no resultant action planning.

Monitoring of learner progress is the responsibility of the client organisation, as is the collection and collation of learner feedback. Clients may report Issues raised by learners to the Provider who will then report back on action taken.

Mulberry House SCTV's website is unclear as to the relationship between its courses and the Regulated Qualifications Framework (RQF).

Mulberry House SCTV's courses count towards the achievement of the Care Certificate and are used by care providers as CPD for their employees, enhancing employee's employment and promotion prospects.

4.5 Premises and Facilities – face-to-face component (spot check)

The standards are judged to be:

Met

Partially Met

Not Met

Comments

Mulberry House SCTV owns the premises it occupies which is kept in excellent order including heating and ventilation.

Health and safety guidance is available to visitors who are provided with a comfortable reception area. Facilities are of an excellent standard.

4.6 Compliance Declaration

Declaration of compliance has been signed and dated.

Yes

No

PART C – SUMMARY OF STRENGTHS AND ACTION POINTS

STRENGTHS

Strong leadership with a clear vision of the aims of the Provider and the means to achieve the aims.

The development of class leading online video resources based on thorough research into good practice nationally and internationally.

A decentralised management style allowing staff a high degree of autonomy to contribute to all areas of the Provider’s operations.

Giving recent graduates the opportunity to gain relevant paid experience in professional video production, providing a stepping stone for their future careers.

ACTIONS REQUIRED

The Provider must formally record the minutes of management and staff meetings to ensure that decisions taken are recorded.	<input type="checkbox"/> High	<input checked="" type="checkbox"/> Medium	<input type="checkbox"/> Low
The Provider must ensure that the website is updated to make reference to the RQF and that it is clear as to the level of its courses within the RQF.	<input checked="" type="checkbox"/> High	<input type="checkbox"/> Medium	<input type="checkbox"/> Low
Mulberry House SCTV should introduce action planning as a result of its performance monitoring activity to supplement its strategic planning.	<input type="checkbox"/> High	<input checked="" type="checkbox"/> Medium	<input type="checkbox"/> Low

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

The Provider should use a more detailed development plan and project management to identify actions, outcomes and timescales to ensure that course production is efficiently planned and that video production runs to schedule.

The Provider should identify a method by which the quality of learner support, when provided by their client, can be quality assured.

COMPLIANCE WITH STATUTORY REQUIREMENTS - FURTHER COMMENTS, IF APPLICABLE