

BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

INTERIM INSPECTION (Short Course Provider)

PROVIDER: Glasgow Maritime Academy

ADDRESS: 101 Abercromby Business Centre
279 Abercromby Street
Glasgow
G40 2DD

HEAD OF PROVIDER: Captain Vinil Gupta

ACCREDITATION STATUS: Accredited

DATE OF INSPECTION: 9 July 2019

ACCREDITATION COMMITTEE DECISION AND DATE: Continued accreditation 26 September 2019

PART A – INTRODUCTION

1. Background to the provider

Glasgow Maritime Academy (GMA /the Provider) is a small private training organisation offering a range of short accredited courses leading to professional and specialised marine qualifications. The Provider also offers a bespoke service of customised qualifications and a consultancy service to the shipping industry. It was established in 2013.

GMA is located within a modern business centre in central Glasgow and currently occupies the first floor and the basement. The first floor is used for administration offices, staff rooms, training rooms and recreation areas and the basement is a newly introduced practical workshop space for Yacht Engineering programmes.

The Provider consists of a group of Master Mariners who formed the academy in response to a growing industry need for a quality training establishment. They aim to provide quality training at competitive prices with the most contemporary teaching methods available in the industry.

GMA is a limited liability partnership, comprising the Managing Director and Director. The Director holds a non-executive role in the company. The Managing Director who leads all aspects of the organisation is supported by a small team of Curriculum Managers, full and part time lecturers, a Training Coordinator and Administrator. The Provider also outsources their Human Resources and Health and Safety management to a leading company in the United Kingdom (UK).

Since the last inspection in 2017, the Provider has made significant improvements to its premises and programme offer. These include the extended specialist workshop spaces and simulation resources and a small increase to the size of the academic training team.

2. Brief description of the current provision

GMA offers a range of marine courses, which are awarded by the Marine Coastguard Authority (MCA) and Nautical Institute. It also offers a course that prepares participants for MCA oral examinations. All courses are delivered face to face and are scheduled across the calendar year and with different durations.

At the time of the inspection, the Provider was delivering courses in High Voltage at management level, Navigation Aids, Equipment and Simulation Training (NAEST) at management level and Marine Coastguard Authority (MCA) Oral preparation.

At the time of the inspection, there were 33 participants registered, all over the age of 18 and male. The majority of participants are from the UK. Over the past 12 months, 1237 participants have attended courses with GMA. The centre has no maximum capacity, however, on average the total number of registered participants on any course is small due to the specialist nature of the programmes and access to resources. Enrolment on all courses is scheduled according to participant demand throughout the year.

3. Inspection process

The inspection was conducted over one day by one inspector. Meetings were held with the Managing Director, a Curriculum Manager, the Training Coordinator, the Administrator and a group of three participants. Two training sessions were observed, and a full tour of the building and extended premises was undertaken. Hard copy and electronic documentation were also scrutinised. All documentation requested was made available and all staff participated helpfully in the inspection.

4. Inspection History

Inspection Type	Date
Full Accreditation	24-25 April 2013
Interim	7 July 2014
Re-accreditation	20-21 June 2017

PART B – JUDGEMENTS AND EVIDENCE

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

1. Significant changes since the last inspection

GMA have made significant improvements to their premises and academic training team since the last inspection. They have extended to the basement of the main premises and this is used as a Yacht Engineering Workshop. The first floor now comprises one of the world's most advanced Navigational Bridge Simulators.

There are three new academic staff members, one full time specialist in Marine Engineering, a Medical Trainer and another specialist lecturer. The Management structure remains the same as does the Administration, Curriculum Managers and Training Coordinator. These improvements have ensured that an up-to-date and high standard of industry training and resources is offered by the Provider.

2. Response to actions points in last report

No actions were identified at the last inspection.

3. Response to recommended areas for improvement in last report

GMA is strongly recommended to develop clear job descriptions for its administrative staff.

All staff, including administration staff have clear and appropriate job descriptions.

It is recommended that GMA continues to focus on the improvement of pedagogical skills, such as questioning techniques and use of visual aids.

The Managing Director has introduced a system of recording all training sessions, these are then not only accessed as a learning resource for participants, but also to aid peer review and performance management. In addition, there are annual teaching observations undertaken by the Managing Director and Curriculum Managers. Feedback is supportive to staff regarding improvements, including a significant focus on questioning techniques and use of visual aids. The effective use of these was evident in the training sessions observed during the inspection.

This improvement to internal quality assurance has resulted in a standardised teaching and learning team who are continuously proactive in reflecting on their own practice.

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, staffing and administration are effective for the type of Provider and size of the provision.

The staff hierarchy is clearly stated in the organisation chart and all staff have a clear job description with sufficient detail. Staff also confirmed they are fully aware of their own role and responsibilities. Communications are good, with well documented regular meetings and associated staff activities.

Administration is effective for staff and participants and the Managing Director and academic team also provide support as needed. The Provider has an appropriate number of hard copy and electronic systems in place to clearly store and monitor all required quality assurance documentation. This is inclusive of improved job descriptions for all staff. Job descriptions are detailed and clearly outline all roles and responsibilities for all levels of staff.

The outsourcing of the Human Resources (HR) department is very effective. All staff have access to an up-to-date and secure online HR system. This is a comprehensive resource that is regularly updated and monitored regarding personal details, contracts, terms of agreement, internal training and subject specialist Continuing Professional Development.

The company website is up to date and informative regarding course details and bespoke offers.

Attendance is recorded at every training session and any absences are promptly followed up.

The Provider has all required quality assurance policies in place, however not all have review dates clearly stated.

4.2 Teaching, Learning and Assessment (spot check)

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

Comments

Teaching, Learning and Assessment are highly effective. The Provider is committed to ensure participants receive a high quality of training and, as a result, external assessment results are excellent.

The planning of all training courses is of a high standard and all resources are standardised and effectively quality assured by the external regulators.

Participants confirmed that the Provider is highly reputable within the industry and that academic staff are highly knowledgeable and supportive. A tour of the premises, new resources and observations of training sessions also confirmed this view.

4.3 Participant Welfare (spot check)

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

Comments

The Provider is highly committed to the welfare of all participants. Although all participants are adults, they have access to several appropriate support services. UK and international participants confirmed that they had received accurate and detailed information and guidance prior to enrolling at GMA.

The participants confirmed that the academic and administrative staff were very approachable, knowledgeable and supportive in all aspects of their learning experience. Although there is no formal social programme in place, the Provider encourages appropriate social activities outside the training sessions to sustain good working relationships between staff and participants.

Participant feedback is used effectively to aid improvements and the Provider's staff respond the suggestions made very well.

There is clear reference to the Providers complaints policy within the Terms of Service, accessible on the Providers website. This also includes appropriate reference to the BAC complaints policy.

4.4 Premises and Facilities (spot check)

The standards are judged to be:

Met

Partially Met

Not Met

Comments

The Provider has secure tenure of its premises and the relevant documents are securely maintained.

The Provider is well situated in central Glasgow and the premises have good public transport links and parking facilities for staff and participants.

The business centre, within which the Provider is located, is a large, secure and modern building with well-lit and ventilated offices, training rooms and recreational areas.

The premises and associated workspaces are in good condition and clean, and appropriate to the number of participants and the courses offered.

Staff and participants have good access to Information and Communication Technology (ICT) and specialist resources in teaching areas, private learning spaces and offices.

4.5 Compliance Declaration

Declaration of compliance has been signed and dated.

Yes

No

PART C – SUMMARY OF STRENGTHS AND ACTION POINTS

STRENGTHS

The Provider has continued to employ and maintain a team of highly experienced and knowledgeable staff.

Improvements to the premises ensure the availability of excellent and contemporary resources that are vital to maintain the high standard of specialist courses offered.

Excellent use is made of mobile applications and technology to allow participants and staff to access video recorded training sessions.

The quality of staff and teaching resources has resulted in very high levels of participant satisfaction.

ACTIONS REQUIRED

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

It is recommended that the Provider includes the review dates on all policies to confirm their currency.

COMPLIANCE WITH STATUTORY REQUIREMENTS - FURTHER COMMENTS, IF APPLICABLE