

BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

Short Course Provider (SCP) Re-accreditation Inspection

NAME OF PROVIDER: International Faculty of Finance

ADDRESS: 4th Floor, Maple House
149 Tottenham Court Road
London
W1T 7AD

HEAD OF INSTITUTION: Mr Jeff Hearn

DATE OF INSPECTION: 10-11 June 2019

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- Award of accreditation to be withdrawn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: 26 September 2019

PART A – INTRODUCTION

1. Background to the institution

The International Faculty of Finance (IFF/the Provider) was established in 1991 as a provider of specialist training for the finance industry. IFF is a part of the Informa Knect Public Limited Company (PLC), which is IFF's parent company and is a business intelligence, academic publishing, knowledge and events business based in London. 365 Finance and Knect 365 will shortly be renamed Informa Knect. IFF delivers non-accredited short courses open to the public and in-house courses for companies in the United Kingdom (the UK) and abroad. IFF also delivers accredited distance learning courses which are validated by Middlesex University.

BAC accreditation relates to the provision of IFF's short public courses which are held in the UK.

IFF's aim is to be the number one provider of high quality, practical training to professionals within the global financial markets.

IFF has recently moved its administrative offices from Mortimer Street in central London. It now occupies two wings of Informa Knect's premises on the third floor of Maple House in Tottenham Court Road. Informa Knect has oversight of the Provider through a number of services it offers IFF, including budgeting, planning, logistics, Information Technology (IT) and Human Resources (HR). IFF benefits from sharing Informa Knect's resources as it is one of twelve subsidiary companies operating separately from the same premises.

The Managing Director of IFF, supported by the Head of Programme Development, reports directly to the Managing Director of 365 Finance, who reports to the Chief Executive Officer of Knect 365 which has overall oversight of IFF.

IFF delivers training at business centres in Radisson Group Hotels in central London, including the preferred hotel that is opposite IFF's offices.

2. Brief description of the current provision

IFF runs approximately 80 different courses. All courses are highly technical and last between two and five days in duration. IFF operates a rolling programme of courses, based on perceived market needs. It offers specialised courses in Risk Management, Derivatives and Trading, Project Finance, Corporate Finance, Investment Management, Banking Operations, Private Equity and Real Estate and Financial Technology (FinTech). Delivery is face-to-face.

IFF continues to monitor market trends with a view to providing new courses to meet emerging demand. The courses are delivered by specialist practitioners who are engaged, as required. IFF's courses are not accredited. Participants receive a certificate of attendance.

At the time of the inspection, the School of International Capital Markets course was in progress. There were four participants in attendance, three from Saudi Arabia and one from Albania. The majority of the participants were male. Currently, 194 participants are enrolled on IFF's future courses. All the participants attending IFF's courses are over the age of 18 and are professionals working in global finance.

In 2018, a minority of the participants came from the United Kingdom (UK) and the European Union. The majority came from countries in Africa, Asia, South America, North America and Oceania.

IFF offers a continuous enrolment system where its courses are listed on its website up to 12 months in advance as this allows for effective planning and marketing.

3. Inspection process

The inspection was carried out by one inspector over two days. Meetings were held with the Managing Director, the Head of Programme Development, the Customer Services Manager and a Recruiter from Informa Knect Central Human Resources (HR) Recruitment. A tour of IFF's premises was carried out. Observations of teaching and learning took place in the training venue at the Radisson Hotel. A meeting was held with the participants and the trainer of the course in progress. A full range of documentation was made available to the inspector and the management team was very co-operative during the inspection.

4. Inspection History

Inspection Type	Date
Full Accreditation	23-24 May 2011
Interim	18 May 2012
Re-accreditation	11-12 June 2015
Interim	14 July 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

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

A detailed, up-to-date organisation chart clearly defines the management structure of IFF. A second comprehensive organisation chart clearly defines the complex structure of Informa Knect, IFF's parent company and the Managing Director of IFF's position within the overall organisation. As a result, staff are aware of the various roles that exist and how they interconnect.

The head of IFF and other senior managers are suitably qualified and experienced. The Provider has a well-established management team, with senior staff having been in post for up to 19 years. Each member of the management team understands their specific role and responsibilities and they are effective in carrying them out.

There are clear channels of communication between the management and staff and those working at the delivery venues, with spoken consultations taking place as and when required while a course is in progress. Due to the close proximity of the delivery venue, management staff are close at hand to resolve any issues which may arise. This ensures the smooth and effective delivery of the courses.

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

Staff on the administration team are suitably qualified and/or experienced and understand their roles and responsibilities well. They also provide effective administration of the courses offered by IFF and the size of the administration team is sufficient. As a result, the administration support is effective and ensures the efficient day-to-day running of the Provider's courses.

The administrative support available to the management is clearly documented and understood by all members of IFF staff. All administrative staff are included on IFF's organisational chart. IFF staff receive a staff handbook from Informa Knect upon employment which contains detailed information about the organisation's policies, procedures and systems.

A wide range of data is collected and retained in electronic form. Registers are maintained in hard copy while courses are in progress. At the end of the course the information is collated electronically and retained for future access and hard copies are destroyed.

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

There are appropriate policies and effective procedures for the recruitment and continuing employment of suitably qualified and experienced staff. IFF obtains approval for new posts from Informa Knect and the parent company deals with all the employment and other HR requirements of IFF. All staff records are well maintained.

Applicants for posts at IFF register their personal information, curriculum vitae and references with Informa Knect HR online before they are invited to interview. If the applicant is successful, a contract is set up and appropriate checks, including on qualifications and eligibility to work in the UK, are carried out. References are sought and verified after a verbal acceptance of an offer has been given. IFF has a robust employment selection and recruitment procedure.

All new staff complete a six-month probationary period followed by an initial review. Annual staff appraisals are held, with six monthly reviews of previous action points. Managers receive automated reminders when appraisals and reviews are due, and these continue until they have been completed on the system. IFF's performance appraisal system for the management and administration staff is comprehensive and robust.

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

- | | | | |
|-----|--|---|-----------------------------|
| 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 website provides an up-to-date and accurate description of its programme of courses and the range and nature of the resources and services offered.

Information about courses on the Provider's website is comprehensive, accurate and up-to-date. Most of the Provider's courses are offered twice yearly and the website is regularly updated.

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

5.1 The course descriptions include information about for whom the Provider's courses are suitable. However, the descriptions do not contain information about the level of English language ability required for participants to derive most benefit from the courses.

Most of the participants are enrolled on courses by their employers as part of their continuing professional development in their specialist areas.

The participants on the course at the time of the inspection confirmed that their enquiries were responded to quickly and efficiently. IFF has a centralised IT system which allows individual participants and companies to book onto courses online. IFF's administrator provides enquirers with information about the location and commencement dates of courses. If applicants require further information about the courses to ensure that they meet their requirements, the sales staff provide more detailed information. The sales staff also offer live online assistance to prospective applicants while they are accessing IFF's website.

IFF provides applicants with a wide range of detailed information about their chosen courses. This ensures that they are fully informed about what is required to successfully complete their studies and to assess that the course will meet their needs.

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

- | | | | | |
|-----|---|---|--|-----------------------------|
| 6.1 | There is an appropriate, clear and published policy on participant attendance and punctuality. | <input type="checkbox"/> Yes | <input checked="" 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 checked="" type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> NA |

This standard is judged to be:

Met Partially Met Not Met

Comments

6.1 The Provider does not have an appropriate, clear and published policy on participant attendance and punctuality. This which may lead participants to believe that parts of IFF's courses are not compulsory.

Participants are required to sign in for each day of the course. The sign-in sheet is issued for the full length of the course and attendance is recorded each day. The recorded data is then transferred to the Provider's electronic record system at the end of each course.

Participant absence is followed up quickly and effectively. If a participant is absent from a session, the trainer notifies the management team of the absence at the first break. The participant is then contacted by the Customer Services Manager.

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

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.	<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 courses are a maximum of five days in length. Participants complete a detailed evaluation at the end of each course. The logistics team ensures that records of participant feedback are stored electronically.

IFF has also sought feedback from the organisations that send their staff on its courses. The trainers also give feedback regarding updating or changing course content so that it better meets the specific needs of the participants. A member of the telesales team also contacts participants after each course to check if they were satisfied with the course.

IFF is responsive to the feedback it receives about its courses and this ensures that its provision is continually improving. The Head of Programme Development and the trainers review past course evaluations which are stored electronically before the course is run again to ensure participant feedback is acted upon.

IFF ensures that participant feedback is responded to in a timely, constructive manner. The General Manager confirmed that immediate action is taken if a participant has given feedback which requires attention, normally while the participant is on the course. If action is taken after the course an e-mail is sent to the participant involved.

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.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
8.2	Reports are compiled which present the results of the provider's reviews and incorporate action plans.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
8.3	Action plans are implemented and regularly reviewed.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

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

Comments

IFF has effective systems in place to review its standards and improve its performance. The management team hold monthly meetings to discuss enrolments and participant and trainer feedback. Action points are recorded and allocated to individual members of the team, and these are reviewed during team meetings.

The scheduling of courses is reviewed annually. This review includes a consideration of course viability and possible new training products to introduce. Each area of IFF's operations contributes to the review and a joint plan is agreed by the management team. Information from the review is circulated to all IFF staff.

Action plans are created on an ongoing basis to ensure all staff are involved in improving the provision and the quality of the courses. This ensures IFF is constantly improving its offer to suit the market's demands.

INSPECTION AREA – TEACHING, LEARNING AND ASSESSMENT

9. Programme management is effective

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|-----|---|---|-----------------------------|-----------------------------|
| 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 | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> NA |
| 9.2 | Classes are timetabled and rooms allocated appropriately for the courses offered. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> NA |
| 9.3 | The allocation of trainers to classes provides for a consistent learning experience and delivery is monitored to ensure consistency. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> NA |
| 9.4 | There is an appropriate policy and effective procedures for the acquisition of academic resources. | <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

IFF's programme management is effective. There is a well-established, professional programme management team that is well informed about the training needs of the participants, all of whom work in the global financial services community. Managers are also responsible for a team of very experienced, knowledgeable trainers who have worked for the organisation for a number of years.

IFF uses training rooms suited to the size of the participant group. Training sessions and breaks are timetabled appropriately throughout the day. The Provider does not currently provide a hard copy of the course timetable to participants to avoid them missing sessions.

Trainers are allocated to courses on the basis of their knowledge and experience relating to the topic of the courses. Participants receive training from experts who have often published material in their particular fields of expertise.

Participants and trainers are provided with a hard copy of all training materials. This is supplemented with up-to-date resources taken from financial papers published on the day of the course. Trainers inform the Head of Programme Development if they require additional resources.

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

IFF's courses are designed and delivered to meet the requirements of participants and their employers. The participants' skills and knowledge are informally assessed during their course and content is supplemented with additional information, if required, to ensure that all participants successfully achieve the course objectives.

Participants are encouraged and required to develop independent learning skills as they have to review the content from the day's sessions during the evening. This provides them with the opportunity to formulate questions for the next day's training or to complete further study on the content. All the participants are completing the courses as part of their

continuing professional development and wish to gain the maximum benefit from the course.

The academic backgrounds and particular needs of participants are taken into account in the classroom delivery of the course. IFF's Customer Services Manager and the sales team ensure that course content is adapted to suit individual participant's needs. For example, all of the participants attending the course being held during the inspection were regulators in their countries of origin and the trainer had ensured that the course contained up-to-date information linked to their area of expertise.

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

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 type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" 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's trainers are highly qualified experts in finance and have worked for IFF for many years. They are self-employed consultants, many of whom have been recruited internationally.

Trainers design their own materials for IFF's courses. Their specialist knowledge enables them to deliver courses which are well suited to the needs of the participants and their roles in the finance sector. Participants consider that the trainers are extremely knowledgeable. They also say that they are learning a lot from the course. Inspection findings confirm this view.

IFF's appraisal procedure includes regular classroom observation of its experienced trainers, however, this focuses on a limited range of areas such as start and finish times, refreshments and materials. The observation criteria do not include areas such as teaching practice, questioning techniques, participant contributions, use of resources and session content, in order to further inform trainer appraisals.

Trainers respond to the different learning needs of participants where appropriate through, for example, offering more one-to-one support when required and grouping participants by ability level. Trainers respond quickly and effectively in the training room.

Trainers employ a range of strategies to actively involve participants in training session, including reviewing current case studies and tailoring content to suit the participants' work roles. However, a wider range of questioning techniques used in training sessions would ensure that participants contribute more fully.

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

Trainers and participants are provided with a hard copy of the training materials. The participants are also provided with an electronic copy of the course materials if required.

The course materials are relevant to the participants' needs and are up-to-date.

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

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

Participants receive individualised feedback which meets their specific needs and is constructive in its nature and delivery. Participants who are not making appropriate progress on a course are provided with additional support and further information about the course content. They are also asked to review the day's content during the evening prior to the next day's training so that they can seek further clarification from the trainer.

In the event that an issue arises during a course, for example, the course content does not cover everything the participants need, trainers provide the participants with additional information or refer them to a more suitable course.

Participants have access to their trainer outside class time as lunch is provided for everyone in the restaurant at the course venue.

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.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> NA
15.2	There is evidence of the extent to which the awards are accepted for the purposes of employment or further study.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> 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. Yes No

17.6 Effective safeguarding arrangements are in place and are regularly reviewed to keep all participants safe. Yes No NA

17.7 Effective arrangements are in place to protect participants from the risks associated with radicalisation and extremism. Yes No

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

Comments

There is a named staff member responsible for participant welfare who is suitably experienced and available to provide advice. The Customer Services Manager is responsible for participant welfare, has been in post for 12 years and is well qualified to provide participants with the advice and guidance they require during their course.

Participants receive an electronic copy of a Welcome Pack upon enrolment. The Welcome Pack contains information about accommodation at or near the training venue, the training venue facilities, course details and useful information

about visiting London.

Participants undergo an induction on the first day of the course which includes a detailed introduction to the course, the trainer and the venue. Participants also meet members of IFF's management team and are given clear guidance about the support available to them while they are on the course.

A contact telephone number and e-mail address are provided in IFF's Welcome Pack, these are operational Monday to Friday from 8:00 to 16.30. If a participant needs to contact a member of IFF staff outside office hours this can be done through management at the training venue as they retain the Customer Service Manager's private number as an emergency contact.

17.5 The Provider does not have a policy or procedure in place to avoid discrimination or address abusive behaviour, in order to ensure the wellbeing of participants attending its courses.

17.7 IFF does not have arrangements in place to protect participants from the risks associated with radicalisation and extremism. There is no policy, risk assessment or staff training to ensure that all members of staff are aware of their responsibilities in this area.

18. International participants are provided with specific advice and assistance

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

International participants are provided with appropriate specific advice and guidance. The Customer Services Manager sends participants a confirmation e-mail that includes details of the training venue, the Welcome Pack and instructions about how to get to the venue from the airport.

Participants undergo induction on the first day of the course. This provides them with information about the local area and an update of events that might be happening while they are training in London.

The Customer Services Manager is available to participants throughout their course of study. Participants confirmed that they were well supported during their studies and that they would speak to their trainer if they had any concerns. Inspection findings confirm this view.

Provision of support takes into account any cultural and religious considerations. Participants are asked if they have any religious or cultural considerations that they would like to be taken into account during their studies. IFF provides refreshments that suit the participants' dietary requirements.

19. The fair treatment of participants is ensured

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

IFF's terms and conditions are easily accessible online. The Welcome Pack also contains the terms and conditions regarding refunds and refers participants to the full terms and conditions online. Participants must confirm that they have read the terms and conditions before they are able to complete enrolment.

Participants must pay in full at the time of enrolment and the cancellation terms are fair and transparent, in the event that a participant cancels or the Provider cancels a course.

Participants receive an electronic copy of the Welcome Pack upon enrolment together with detailed information about IFF's policies and complaints procedure. A link to BAC's complaints procedure is also provided in the Welcome Pack.

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

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

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.	<input type="checkbox"/> Yes	<input type="checkbox"/> No <input type="checkbox"/> NA
22.3	Any activities within the social programme have been chosen with consideration for their affordability by the majority of participants.	<input type="checkbox"/> Yes	<input type="checkbox"/> No <input type="checkbox"/> NA
22.4	Any activities organised by the provider are supervised by a responsible representative with suitable qualifications and experience.	<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

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

IFF has a lease on its premises until 2022.

IFF has access to suitable external premises for training purposes. The training rooms are of a high standard and are situated in business centres in Radisson Hotels in central London.

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.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
24.2	The premises are maintained in an adequate state of repair, decoration and cleanliness.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> 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.	<input type="checkbox"/> Yes	<input type="checkbox"/> No <input checked="" type="checkbox"/> NA
24.4	General guidance on health and safety is made available to participants, staff and visitors.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

24.5	There is adequate signage inside and outside of the premises and notice boards for the display of general information.	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> 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.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
24.7	There are toilet facilities of an appropriate number and level of cleanliness.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
24.8	There is adequate heating and ventilation in all rooms.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

This standard is judged to be:

Met Partially Met Not Met

Comments

Access to IFF's premises in Maple House is appropriately restricted and secured. Visitors are required to sign in at reception on the ground floor and at IFF's reception on the third floor of the building. The training rooms at the Radisson Hotels are secured at all times.

The administrative offices in Maple House are maintained in a good state of repair, decoration and cleanliness. The training venue is maintained to a high level of quality.

General guidance is made available to staff, participants and visitors to IFF. Participants receive general guidance in the Welcome Pack and during induction. Guidance is provided to staff and visitors by IFF's staff.

24.5 As IFF has recently moved offices to Maple House, there is no signage for the Provider inside or outside the premises. This makes it difficult for visitors to verify the Provider's location.

There is adequate circulation space for staff and visitors in the administrative offices in Maple House. Participants do not access IFF's administrative offices. The training room visited during the inspection was suitable for ten participants and had adequate circulation space for those attending the course.

The toilet facilities at both Maple House and the training venue are maintained to a high level of cleanliness. There are a sufficient number of toilets available.

All offices and training rooms have adequate heating and ventilation.

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.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> 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.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
25.3	There are facilities suitable for conducting the assessments required on each course.	<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

The Customer Services Manager books a training room appropriate to the size of the participant group. The training room visited during the inspection was of an appropriate size for the group, enabling the trainer and participants to move around the room easily when required.

The training room was well equipped with a laptop connected to a screen and a flipchart, both of which were used by the trainer throughout the training sessions.

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.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> NA
26.2	Trainers have access to sufficient personal space for preparing lessons, marking work and relaxation.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> NA
26.3	Participants and staff have access to space and facilities suitable for relaxation and the consumption of food and drink where appropriate.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> NA
26.4	Participants and staff have access to storage for personal possessions where appropriate.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input checked="" type="checkbox"/> 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.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
26.6	Administrative offices are adequate in size and resources for the effective administration of the provider.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	

This standard is judged to be:

Met Partially Met Not Met

Comments

Participants are normally resident in the hotel containing the training venue for their course. They have suitable facilities for private study and have to access to the internet and online content for the duration of their course.

The trainers prepare the content for the courses before they start. If they do need to do any additional work, the trainers have access to the training rooms outside course delivery hours and they can use one of the meeting rooms in the administrative offices.

Refreshments are available at the back of the training room at all times. These are replenished by hotel staff during the lunch break. Participants are also provided with lunch in the hotel restaurant.

Trainers can use the training room for one-to-one meetings with participants if necessary. The administrative offices include a number of good modern meeting rooms of various sizes, all of which can be booked online. A screen outside the meeting room door confirms the room booking ensuring that meetings are not interrupted.

The Provider's administrative offices are adequate in size and resources for the effective administration of the Provider.

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

The management team is well established and very experienced. The members of the team are proficient in their roles and offer participants and their employers the opportunity for good professional training.

Communication between members of the management team is immediate and effective and the day-to-day running of the Provider is professional and efficient.

IFF data collection and collation systems are comprehensive and secure. The Provider effectively utilises a range of IT systems to manage all areas of the provision.

Actions Required	Priority H/M/L
5.1 Information must be added to the application form giving guidance about the level of English language ability required for participants to derive most benefit from IFF's courses.	<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low
6.1 The Provider must publish a clear, appropriate policy on participant attendance and punctuality to ensure participants are fully informed about the requirements in this regard.	<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low

TEACHING, LEARNING AND ASSESSMENT

Provider's Strengths

IFF's courses provide participants with up-to-date knowledge in the field of global finance.

The courses are designed to respond to the specific needs of the participants' work roles. The trainers are keen for the participants to get the most from the course and responsively adapt content to ensure each participant's needs are fully met.

IFF's trainers are well-respected experts in the field of global finance.

The trainers design the courses to ensure that they include the most up-to-date information about what is happening in the world of finance.

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

PARTICIPANT WELFARE

Provider's Strengths

IFF provides participants with a wide range of support leading up to their attendance on courses. This ensures that the participants and their employers are sure that the course the participants are enrolled on best meets their needs.

Participants are provided with detailed information about their chosen course and the training venue prior to their arrival.

Actions Required	Priority H/M/L
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17.5 The Provider must introduce a policy to avoid discrimination and publish a procedure to deal with abusive behaviour to ensure the safety of the participants and its staff. High Medium Low

17.6 The Provider must ensure that effective arrangements are in place to protect participants from the risks associated with radicalisation and extremism. High Medium Low

PREMISES AND FACILITIES

Provider's Strengths

IFF's administrative offices are modern and offer a wide range of meeting spaces to accommodate the needs of its staff and trainers.

The training venues are modern and well-maintained, with a wide range of facilities available to participants attending IFF's courses.

Actions Required	Priority H/M/L
24.5 Signage for IFF must be added to the inside of the administrative premises so that visitors can easily locate the Provider's reception and administrative offices.	<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low

RECOMMENDED AREAS FOR IMPROVEMENT

To be reviewed at the next inspection

It is recommended that a hard copy of the course programme is made available to participants in the training room for the duration of each course.

It is recommended that the criteria used for lesson observation recording are broadened in order to ensure that more robust observations are completed to better inform trainer appraisals.

It is recommended that a wider range of questioning strategies should be used by trainers to ensure that all participants are encouraged to contribute during training sessions.

COMPLIANCE WITH STATUTORY REQUIREMENTS

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