



## BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

### Short Course Provider (SCP) Candidacy / Stage 2 Inspection

**NAME OF PROVIDER:** Kindi Education

**ADDRESS:** Landmark  
3, Brindley Place  
Birmingham  
B1 2JB

**HEAD OF PROVIDER:** Mr James Medina

**DATE OF INSPECTION:** 9 October 2019

**ACCREDITATION STATUS AT INSPECTION:** Unaccredited

**DECISION ON ACCREDITATION:**

- Accreditation awarded for six months
- Decision on accreditation deferred
- Award of accreditation refused

DATE: 28 November 2019

### 1. Background to the institution

Kindi Education (the Provider) is a privately-owned training organisation and the owner is also the Managing Director (MD). The Provider was registered in April 2019 and plans to start delivering courses in the summer of 2020. The Provider plans to provide residential short non-accredited courses for participants from 15 to 18 years of age as two back-to-back youth academies in July and August 2020. Negotiations are very close to completion to secure the delivery venue for summer 2020 at the campus of Canterbury Christ Church University (CCCU). The head office is based in the centre of Birmingham.

Kindi Education aims to promote and develop skills for living in the 21st century and to encourage a culture of genuine curiosity and open mindedness to participants.

The planned courses are a summer academy to run in the summer of 2020 and an intensive bachelor's degree preparation course and an intensive master's degree preparation course to run early in 2021. Youth courses are intended to prepare participants for life beyond the classroom both in social and academic contexts. The adult course will focus on preparation for higher education academic study.

There are currently no permanent staff, but the MD is supported in educational management and curriculum development by two part-time educational consultants. Recruitment for a head of curriculum and a training and programme coordinator is planned for the end of February 2020.

### 2. Brief description of the current provision

Two summer academies are planned for the summer period of July and August 2020. Each summer academy aims to increase participants emotional intelligence, leadership, citizenship and critical thinking skills and raise awareness of future life and career choices.

Each academy is made up of a three-week face-to-face delivery with 20 hours per week focusing on academic activity and 40 hours extracurricular activities which include sports, sightseeing and adventure activities. The summer academy's academic content will be delivered in scheduled sessions each morning with extracurricular activities undertaken in the afternoons, evenings and weekends. Extracurricular activities include sports, sightseeing visits, adventure and team building activities incorporated in a three-day outdoor camping expedition. The higher education programmes are under development and are planned to start in late 2020 or early 2021.

Participants for both programmes will be recruited from the United Kingdom (UK), the European Union (EU) and non-EU countries. Each of the summer academies will have a maximum capacity of 72 participants.

Parents can register the participants at any point in the year for either of the two academies by submitting an enquiry via the website. This is then followed up with an introductory letter and an application form to be completed and signed and submitted to Kindi Education. All academic and extracurricular content will be delivered in English and participants are expected to be confident language users and have an appropriate minimum level of English according to the Common European Framework of Reference (CEFR) or the International English Language Testing System (IELTS).

In the event that an official IELTS or other recognised language certificate cannot be provided at the minimum level requirement, the participant will be required to take a short English language test relating to the four key skills areas of reading, writing, speaking and listening.

### **3. Inspection process**

The inspection was conducted in one day by one inspector. The inspector held meetings with the Managing Director in the company's Head Office in Birmingham where documents and electronic records were scrutinised. The Managing Director was highly supportive of the inspection process and made available all relevant information in order to undertake the inspection.

## 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 including those working at the delivery venue or remotely.  | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| 1.4 | The provider has a written statement of its mission and goals that effectively guides its activities, is communicated to all stakeholders and is effectively implemented and regularly reviewed. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| 1.5 | The provider has a written risk management strategy, which includes financial planning and is effectively 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

The management structure includes clear lines of accountability and responsibility. It is supported by comprehensive job descriptions and detailed person specifications including skills, attributes and experience. The MD is highly qualified in leadership and experienced in managing and developing educational provision. Currently, the management of the two educational consultants is controlled through a project planning process with scheduled outcomes and timeframes and this is highly effective.

As well as ad hoc communication, regular communication or meetings are scheduled and undertaken, and records held. A great deal of thought has been given to communication methods across the delivery venues, including the use of electronic instant messaging applications, team briefings and scheduled meetings. All staff will be given a mobile telephone that has been preconfigured with contact numbers and messaging applications. On campus staff will be based in a large open plan working space that has been chosen to facilitate and encourage effective communication.

The Provider's aims are stated and are included in the company's logo. The aims are also on the homepage of the planned website and is incorporated throughout the curriculum schemes.

The risk management strategy is highly developed and comprehensive and is the key component for driving business and curriculum development and resource consolidation.

#### 2. The administration of the provider is effective

- |     |   |   |                             |
|-----|---|---|-----------------------------|
| 2.1 | Administrators are suitably qualified and/or experienced, understand their specific responsibilities and duties and are effective in carrying them out. | <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	Administrative policies, procedures and systems are up-to-date, thorough, 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 in supporting the administration of the provider.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
2.6	Participants' and trainers' personal records are sufficiently detailed and regularly updated.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
2.7	The provider has a robust security system with policies in place for protecting the data of its participants and trainers.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

**This standard is judged to be:**

Met     Partially Met     Not Met

**Comments**

The MD is currently undertaking the administrative responsibilities for the development stages and this is suitable at the current time. Recruitment begins in January 2020 for the Academy Coordinator. The job description and person specification for this role is comprehensive, illustrating a strong understanding of the requirements and outcomes required to undertake this role. There is a planned programme of professional development in place for the successful candidate. A further recruitment process will be undertaken to fill two further administration positions by the end of April 2020.

Sufficient administrative policies are in place and these will be developed once the Academy Coordinator is in post. They are underpinned by detailed procedures that demonstrate the commitment by the MD to ensuring that the administrative aspect is controlled and managed appropriately. The administrative functions are also detailed in the organisation chart.

There is a series of data tracking and collection systems in place that reflect a good understanding of the importance of data collection and report generation in monitoring the quality of the programmes. Responsibility for ensuring the correct data is entered into these systems is detailed in the administrative policies and job descriptions.

There is a single central record that includes staff personal details and accurately records the current staff including freelance staff. An effective participant recording system has been planned.

Cyber security has been researched and the MD has sought support from a national insurance company which offers a security review and action plan. Physical data records will be held in secure storage at the head office and lockable cabinets in lockable offices on campus in line with data protection requirements.

**3. The provider recruits appropriate staff**

3.1	There are appropriate policies and effective procedures for the recruitment of suitably qualified and experienced staff which include, for self-employed staff, the development of a signed performance service level agreement.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
3.2	Experience and qualifications are appropriately checked and verified before recruitment and records are accurately maintained.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
3.3	The recruitment process for trainers working remotely includes a face-to-face online interview.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
3.4	There is an effective system for regularly reviewing the performance of all staff, which, for trainers, includes regular, scheduled course delivery observations.	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
3.5	Managerial and administrative staff are appropriately supported in their continuing professional development.	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

**This standard is judged to be:**

Met     Partially Met     Not Met

**Comments**

The recruitment policy is underpinned by a comprehensive system to support the appropriate recruitment and selection of staff. There is a Single Central Register (SCR) to record each part of the process.

Currently there are two freelance consultants, who have an appropriate contract and/or performance service level agreement. All appropriate pre-employment checks are undertaken and recorded prior to starting work.

All staff will be recruited through an extensive selection process that will be monitored through the central management database. The selection process for all roles includes face-to-face interviews.

3.4 A formal staff performance management policy or process is not yet in place.

3.5 There is no policy to support the continuing professional development of the staff.

#### 4. **Publicity materials, both printed and online, provide a comprehensive, up-to-date and accurate description of the provider and its courses**

- |     |  |                              |  |
|-----|--|------------------------------|--|
| 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 type="checkbox"/> Yes | <input checked="" type="checkbox"/> No |
| 4.2 | Information on the courses available is comprehensive, accurate and up to date.  | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No |
| 4.3 | The provider's key policies are accessible through the website.  | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No |

**This standard is judged to be:**

Met     Partially Met     Not Met

#### Comments

There will be no printed publicity materials. The website is under development with an educational website developer and is planned to be online by 15th December 2019. The website plans show the depth and breadth of the planned site and includes all the required Provider information as well as images approved by CCCU.

The plan shows an easy to navigate site with separate areas for key information. Comprehensive course information, an enquiry process and a comprehensive set of policies will be included.

4.1 4.2 4.3 However, the website is not currently available to participants.

#### 5. **The provider takes reasonable care to recruit and register suitable participants for its courses**

- |     |   |   |  |
|-----|---|---|--|
| 5.1 | The provider ensures that the specific courses on which participants are registered are likely to meet the participants' expectations and needs.  | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No  |
| 5.2 | Entry requirements for each course, including those relating to language ability, where applicable, are set at an appropriate level and clearly stated in the course descriptions read by prospective participants. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No <input type="checkbox"/> NA            |
| 5.3 | A formal application and selection process ensures that participants meet the entry requirements.   | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No <input type="checkbox"/> NA            |
| 5.4 | Applicants are provided with sufficient information to enable them to make a judgment on the suitability of the courses and their delivery methods and can discuss any concerns before registration.                | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No  |
| 5.5 | The provider replies to all application enquiries in line with its appropriate target response times and all stakeholders are briefed properly on the nature and requirements of its programmes.                    | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No  |
| 5.6 | Overseas recruitment agents are properly selected, briefed, monitored and evaluated.  | <input type="checkbox"/> Yes            | <input type="checkbox"/> No <input checked="" type="checkbox"/> NA |
| 5.7 | The provider has effective systems to identify participants who have special educational needs and disabilities requiring additional learning support or other assistance.  | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No  |

This standard is judged to be:

Met  Partially Met  Not Met

### Comments

There is a thorough application process to ensure the programme content and delivery methods are clearly explained and meet participants' needs. Alongside the academic programme, the extracurricular activities are outlined and parental approval is sought prior to arrival to ensure the more adventurous aspects of the activity programme are understood. Participants can opt out of some activities if they wish.

There are no entry requirements. However, as the academy is delivered in the English language, there are stringent language capability requirements that are either confirmed by certification from a trusted source or by completion of a thorough and comprehensive written and oral test undertaken by one of the Provider's English language consultants. This is to ensure all participants can access every part of the curriculum.

The formal application process is comprehensive with a great deal of detail collected on each individual. The process includes designated administrative response timeframes.

Overseas recruitment agents are not employed.

The application process includes a declaration of specific learning difficulties and any physical disability or impairment.

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

6.1	There is a clear policy on participant attendance and punctuality, which is communicated to all participants and other stakeholders.	<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 regularly 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 is 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

There is a clear policy on attendance that is shared in the staff and student handbooks. The policy is also covered in the staff and student induction processes.

There is a clear process for recording and monitoring attendance. This will be further enhanced by the allocation of mobile telephones to all tutors who will report all late participants so that any absences can be followed up appropriately.

## 7. The provider has effective systems to monitor its own standards and assess its own performance with a view to continuous improvement

7.1	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
7.2	The provider has effective mechanisms for obtaining feedback from participants and other relevant stakeholders, such as staff, partners 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
7.3	Feedback is obtained, recorded and analysed on a regular basis.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
7.4	The feedback is reviewed by management and appropriate action is taken.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

7.5	There is a mechanism for reporting to the participants what the provider has done in response to their feedback.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
7.6	Reports are compiled at least annually, which include the results of the provider's performance reviews, an analysis of appropriate data, including participant feedback, and action plans.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
7.7	Action plans are implemented and regularly reviewed with outcomes reported to management.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

**This standard is judged to be:**

Met    Partially Met    Not Met

**Comments**

There are effective systems for monitoring and reviewing the Provider's performance. Self-assessment is extremely thorough and is cross referenced to the business strategy and supporting evidence. This has resulted in an accurate representation of the strengths to date and prioritised areas for development. There is also a detailed action plan with specific and measurable targets.

There are appropriate mechanisms and supporting systems to collect, collate and report on student, staff and parental satisfaction feedback. The MD has invested in very good electronic survey applications and has secured an e-portfolio and communication platform to interact with participants in real time.

Alongside the collection and management of feedback, there is a series of processes to support quality improvement including daily scheduled meetings with staff, monitoring of electronic messages and oral complaints. At the end of each of the summer academies, there is planned reflection and review time for staff to plan and implement change.

There is a highly effective system for monitoring performance and for improvement planning. These are reflected in a self-assessment report and action plan.

**INSPECTION AREA - PARTICIPANT WELFARE**

**16. Participants receive welfare support appropriate to their age, background and circumstances**

16.1	There is at least one named staff member responsible for participant welfare who is suitably trained and/or experienced, accessible to all participants and available to provide advice.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
16.2	Participants receive appropriate information, advice and guidance before the start of the course.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
16.3	Participants receive an appropriate induction and relevant information at the start of the programme.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
16.4	Participants are issued with a contact number for out-of-hours and emergency support.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No <input type="checkbox"/> NA
16.5	The provider has policies to avoid discrimination and a procedure for dealing with any abusive behaviour, including cyberbullying, and these are effectively implemented.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
16.6	Effective safeguarding arrangements are in place for participants under the age of 18 and vulnerable adults, which are regularly reviewed.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No <input type="checkbox"/> NA
16.7	A suitable policy and effective arrangements are in place to protect participants from the risks associated with radicalisation and extremism.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
16.8	There is an e-policy in place that references any existing staff and participant codes of conduct and covers participants' on-site use of social media and devices such as mobile telephones, tablets and cameras.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No <input type="checkbox"/> NA
16.9	The provider collects contact details for participants and their next of kin and appropriate staff can access the information quickly and easily, in and out of normal operating hours.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

**This standard is judged to be:**

Met    Partially Met    Not Met



## Comments

There is at least one named staff member responsible for participant welfare who is suitably trained and/or experienced. Currently, the MD carries out this role. The newly recruited Academy Coordinator, or alternatively a separate dedicated staff, will act as the welfare officer under a comprehensive job description and person specification.

A wide range of information, advice and guidance is provided to participants as part of the application process. This includes a detailed checklist of health and safety and information related to the participants' wellbeing that the parents must sign prior to the participant arriving at the academy.

On arrival, all participants receive a comprehensive handbook that includes information on how to promote and maintain wellbeing. The effective induction process will start on arrival and conclude on the second day. Participants will be given a simple mobile telephone for the length of their stay that includes a 24-hour emergency contact number and key staff contact numbers, including that of the Welfare Officer.

There is a very clear policy that details what constitutes discriminatory and unacceptable behaviour and the actions to be taken if the policy is breached.

Effective safeguarding arrangements are in place for participants under the age of 18. The MD is trained to the appropriate level in safeguarding and the Academy Coordinator will also receive appropriate training in safeguarding on arrival.

There is a comprehensive and detailed policy that is underpinned by a series of systems and procedures to support effective the overview and management of radicalisation and extremism. The MD has an excellent understanding of the arrangements needed to prevent radicalisation and extremism. All other staff will be trained on arrival as part of their induction.

The staff and participant handbooks have a clear e-policy that includes the taking and sharing of digital images and the use of social media sites.

The arrangements for collecting, collating and storing contact details for participants are comprehensive and accessible.

### 17. International participants are provided with specific advice and assistance (if applicable)

- |      |   |   |
|------|---|---|
| 17.1 | International participants receive appropriate advice before their arrival on travelling to and living in their host country. | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| 17.2 | International participants receive an appropriate induction upon arrival covering issues specific to the local area.          | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| 17.3 | Information and advice specific to international participants continues to be available throughout their course of study.     | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| 17.4 | 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

All participants receive comprehensive information prior to arrival via e-mail. International participants will be further supported by detailed travel information and comprehensive advice on visiting the UK.

On arrival, the induction process incorporates information on the local area, how to manage individual concerns and highlights who to speak to should there be an issue. Support and guidance are available throughout the course with access to the Welfare Officer, managers and class tutors providing plenty of opportunities for participants to discuss issues or for staff to identify potential problems.

Useful information on the local area and UK culture is provided and the support provided takes into consideration other

religious and cultural considerations relating to the participants.

**18. The fair treatment of participants is ensured**

- |      |  |   |
|------|--|---|
| 18.1 | Participants apply for and are enrolled on courses under fair and transparent contractual terms and conditions, which include appropriate refund arrangements and a cooling-off period | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No                             |
| 18.2 | 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                             |
| 18.3 | Participants are advised of BAC's complaints procedure.  | <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 are comprehensive and clear terms and conditions that are included in the application pack and there is a stated cooling off period.

There is a fair complaints policy and this is included in the participant's handbook.

These documents will be on the website when it is launched on 15 December 2019.

**19. Where residential accommodation is offered, it is fit for purpose, well maintained and appropriately supervised**

- |      |  |   |
|------|--|---|
| 19.1 | Any residential accommodation is clean, safe and of a standard which is adequate to meet the needs of participants.  | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No                             |
| 19.2 | Any residential accommodation, where participants under 18 are accommodated, is open to inspection by the appropriate authorities, including Ofsted.                             | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA |
| 19.3 | Clear rules regarding fire safety and other health and safety procedures are in place and appropriate precautions are taken for the security of participants and their property. | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No                             |
| 19.4 | A level of supervision is provided which meets the needs of participants.  | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No                             |
| 19.5 | Appropriate measures are in place to ensure that participants under the age of 18 and those over the age of 18 are separated when allocating accommodation.                      | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA |

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

**Comments**

Residential accommodation is leased for July and August 2020 and is on the Canterbury Christ College St George's Campus. The residential accommodation was not visited as part of this inspection. However, photographic and documentary evidence was supplied by Canterbury Christ College University. The campus area, including gardens and leisure spaces, are secure and the reception is permanently monitored.

The accommodation is managed by the university and the contract includes cleaning and facility management. The accommodation is inspected every three years by appropriate university authorities and every five years by an international organisation for cultural and education inspections.

Signage is appropriate and fit for purpose. Kindi Education will also be adding their own notices and signage. All the Provider's staff and participants will undergo a thorough induction in health and safety.

Supervision in the residences has been carefully considered and a ratio of one adult to a maximum of six participants is planned.

Participants aged over 18 years will never be on site at the same time as participants under the age of 18 as the programmes will be running at different times of the year.

**20. The welfare of participants in homestay accommodation is ensured and the provider's relationship with the hosts is properly managed (if applicable)**

20.1	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
20.2	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
20.3	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
20.4	Appropriate advice and support is given to both hosts and participants before and during the placement.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
20.5	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**

**21. Participants have access to an appropriate social programme and information on leisure activities in the local area (if applicable)**

21.1	Participants are provided with appropriate information on opportunities for participation at events and other leisure activities which may be of interest.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
21.2	The social programme is responsive to the needs and wishes of participants.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No <input type="checkbox"/> NA
21.3	Any activities within the social programme have been chosen with consideration for their affordability for the majority of participants.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No <input type="checkbox"/> NA
21.4	The activities organised by the provider are effectively supervised by a responsible adult representative with suitable qualifications and/or experience.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No <input type="checkbox"/> NA
21.5	Off-site social activities are subject to an appropriate risk assessment and suitable safeguards are put in place as a result.	<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 programmes include an extensive range of activities, sports and outings that are outlined prior to arrival. Most participants will take part in all the activities although it is expected that, in a minority of cases, participants may wish to opt out on health or other grounds. The range of activities is risk assessed as part of the application process where parents are requested to give permission or give reasons for opting out.

The programme has been designed to stimulate interest and encourage participation and feedback on each activity. Feedback will be utilised to measure the success of the activities and to adjust them if required. All activities are included in the price.

All staff are to be experienced youth workers and there are stated ratios for supervision in classes, the residences and in relation to activities and outings.

There is a range of risk assessments in place for activities and visits. These detailed assessments record risks alongside

well considered measures to mitigate the risks.

## INSPECTION AREA – PREMISES AND FACILITIES

### 22. The provider has formal arrangements in place that mean it has possession of and/or access to suitable premises

- |      |  |   |   |
|------|--|---|---|
| 22.1 | The provider has formal arrangements in place that mean it has possession of and/or access to suitable premises. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No                             |
| 22.2 | The provider has access to suitable external premises of a temporary or occasional nature for training purposes. | <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 head office has been secured under an appropriate lease. Additional working spaces and meeting areas can be hired on demand.

The summer academy takes place in premises hired for July and August and the higher education preparation courses will be taking place in premises that will be hired as required.

### 23. The premises provide a safe, secure and clean environment for participants and staff

- |      |  |   |  |
|------|--|---|--|
| 23.1 | Access to the premises is appropriately restricted and secured.  | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No  |
| 23.2 | The premises are maintained in an adequate state of repair, decoration and cleanliness.  | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No  |
| 23.3 | There are specific safety rules in hazardous areas, for example, science laboratories, which are readily accessible to participants, staff and visitors. | <input type="checkbox"/> Yes            | <input type="checkbox"/> No <input checked="" type="checkbox"/> NA |
| 23.4 | General guidance on health and safety is made available to participants, staff and visitors.   | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No  |
| 23.5 | There is adequate signage inside and outside of the premises and notice boards for the display of general information.                                   | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No  |
| 23.6 | 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  |
| 23.7 | There are toilet facilities of an appropriate number and level of cleanliness.   | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No  |
| 23.8 | 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

The head office is based in serviced offices within a large office building in the centre of Birmingham. Access is secured through a main manned reception area with electronic monitoring systems. Access to the office area is via another monitored reception area.

The premises are newly refurbished and there are very high standards of decoration and cleanliness. Health and safety information and signage is prominently displayed. Visitors are given useful health and safety information on arrival.

The office area is a good size and is already furnished to support four people comfortably and with plenty of space to work and circulate with ease. Additional meeting or work areas can be hired on demand. There is a spacious area to receive visitors. There are adequate toilet facilities that are clean and very well maintained and scrupulously monitored.

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

24.1	Training rooms and other learning areas provide adequate accommodation for the teaching/training sessions allocated to them.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
24.2	Training rooms and any specialised learning areas, for example, laboratories, workshops and studios, are equipped to a level which allows for the effective delivery of each course.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
24.3	There are facilities suitable for conducting the assessments required for 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 lease agreement for the training areas includes sufficient classrooms for the courses with additional rooms available on request. Other teaching facilities include a large auditorium, computer suite, a self-access centre with a library and space for participants to work, socialise and relax.

**25. There are appropriate additional facilities for participants and staff**

25.1	Participants have access to sufficient space, which could include a library and suitable Information Technology (IT) facilities so that they can carry out their own private work and/or study.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
25.2	Trainers have access to sufficient personal space for preparing teaching/training sessions, marking work and relaxation.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
25.3	Participants and staff have access to space and facilities suitable for relaxation and the consumption of food and drink, including facilities that are located outside the premises.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
25.4	There are individual offices or rooms in which teachers/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
25.5	Administrative offices are adequate in size and are resourced 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**

All bedrooms have desks and space for private study.

The computer suite has 30 computers and Kindi Education will also provide tablet devices to support self-study. There will also be a large, supervised, self-access centre within which a range of books, magazines, board games and tablets will be available to students in the evenings and at weekends.

The large main office is intended to provide a shared working environment for the administration, training and activity teams and is intended to support effective communication and prompt information sharing and problem solving.

There is a large communal area in the St George's building for staff and participants to relax, eat and socialise and there is a large canteen. Participants and staff have their own rooms with relaxation spaces and each group of six will have their own communal kitchen for the preparation of snacks and drinks.

Kindi Education has a contract with a local sport and leisure facility where staff and participants can use sports facilities, the gymnasium and specialist fitness areas.

Both at head office and at CCCU, there is appropriate administration space with capacity to obtain additional spaces for private or larger staff meetings or quiet work areas.

**INSPECTION AREA – ONLINE DISTANCE AND BLENDED LEARNING COMPONENT (if applicable)**

**26. Management, staffing and administration of online, distance and blended learning component**

26.1	Senior managers have an understanding of the specific requirements of online, distance and blended learning.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
26.2	Data collection and collation systems include the logging of trainer and participant submissions and interaction and appropriate action is taken if the timeliness of these falls below expectations.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
26.3	There are established processes which enable the provider to verify that the participant who is registered on the programme is the same person who attends, completes the programme and receives any programme credit.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> NA
26.4	Staff monitor the online activity of participants and trainers and take action immediately if there are concerns about cyberbullying or other online risks to participants.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	

**This standard is judged to be:**

Met  Partially Met  Not Met

**Comments**

**27. Online course management is effective**

27.1	There is a suitably qualified manager or management team with experience of online, distance and blended learning, who have responsibility for programme delivery and the management of the trainers.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
27.2	The provider has a sufficient number of qualified online trainers to give individualised instructional service to each learner.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
27.3	The allocation of online trainers to courses provides a consistent learning experience and delivery is monitored to ensure consistency.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
27.4	Online delivery methods are sufficient to attain the stated course objectives and intended learning outcomes.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> NA
27.5	Online programme designers make effective use of appropriate teaching aids and learning resources.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
27.6	Suitable additional study aids are provided through investment in technology and/or issuing supplementary study materials.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> NA

**This standard is judged to be:**

Met  Partially Met  Not Met

**Comments**

**29. The enrolment process is comprehensive, transparent and supportive to applicants**

- 29.1 Participants are made aware of the necessary level of digital literacy required to follow the stated programmes.  Yes  No

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

**Comments**

**30. Online services provided meet the reasonable needs of participants**

- 30.1 Instructions and suggestions on how to study and how to use the learning materials are made available to assist participants in learning effectively.  Yes  No
- 30.2 Staff are available to assist participants to resolve issues of a general and/or technical nature and all enquiries from participants are handled promptly and sympathetically.  Yes  No
- 30.3 The provider ensures that participants understand any system requirements and have access to appropriate technical advice to assist with technological problems which are the provider's responsibility.  Yes  No
- 30.4 The provider supports and encourages peer interaction through a variety of channels such as social media and virtual learning environment platforms.  Yes  No

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

**Comments**

**31. The technology used to deliver the programmes is fit for purpose and effective**

- 31.1 The provider uses appropriate and readily accessible technology to optimise the interaction between the provider and the participant and to enhance instructional and educational services.  Yes  No
- 31.2 The provider has access to the services of an experienced IT technician who can ensure that systems are operative at all times and provide appropriate support to trainers and staff working remotely.  Yes  No

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

**Comments**

**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

There is a thorough and detailed business oversight process that is enhanced by meticulous planning and effective monitoring systems appropriate for this stage of the Provider's development.

The administrative staff have detailed job descriptions, person specifications and training plans to ensure they work effectively.

Actions Required	Priority H/M/L
3.4 The Provider must create a formal performance management policy and procedure for all staff.	<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low
3.5 The Provider must ensure that managerial and administrative staff are appropriately supported in their continuing professional development.	<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low
4.1 The Provider must ensure all publicity materials and the website 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"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low
4.2 The Provider must ensure that information on the courses available is comprehensive, accurate and up to date.	<input checked="" type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low
4.3 The Provider must ensure key policies are accessible through the website.	<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low

### PARTICIPANT WELFARE

#### Provider's Strengths

There is an excellent understanding of the requirements for all aspects of participant welfare.

Participant welfare is well supported by clear policies and well-designed systems.

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

### PREMISES AND FACILITIES

#### Provider's Strengths

The Head Office is accessible and secure and provides a comfortable and clean environment for staff.

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

### ONLINE DISTANCE AND BLENDED LEARNING COMPONENT (if applicable)

#### Provider's Strengths

Not applicable

Actions Required	Priority H/M/L
<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low	

**RECOMMENDED AREAS FOR IMPROVEMENT**

To be reviewed at the next inspection

It is recommended that the scheduled staff recruitment plan is adhered to in order to ensure staff posts are appropriately filled and there is sufficient time for all planned actions to be undertaken prior to the first summer academy taking place.

**COMPLIANCE WITH STATUTORY REQUIREMENTS**