

BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

Short Course Provider (SCP) Full Inspection

NAME OF PROVIDER: Melantra Media and Training UK Ltd

ADDRESS: 79 College Road
Harrow
London
HA1 1BD

HEAD OF INSTITUTION: Mr Rahul Joglekar

DATE OF INSPECTION: 11-12 September 2019

ACCREDITATION STATUS AT INSPECTION: Unaccredited

DECISION ON ACCREDITATION:

- Accreditation awarded for the full four-year period
- Probation accreditation
- Decision on accreditation deferred
- Award of accreditation refused

DATE: 28 November 2019

1. Background to the institution

Melantra Media and Training UK Limited (MMT/the Provider) is a private limited company based in Harrow, London. The organisation was established in January 2019 by the Director who is the sole proprietor also acts as the head of the Provider. MMT is a non-accredited short course provider which offers industry focused media training courses.

The Director works full time with a team of five other part-time media professionals who have worked in well-known media companies as journalists, producers and technical staff.

The primary aims of the Provider are to offer participants a chance to learn the skills that bridge the gap between the classroom and the newsroom, to offer individuals from non-media fields training and guidance in content production, and to offer international students a window into the best of Britain media sector and offer media practitioners a chance to update their skills.

The Provider is based in London which is a recognised hub of national and international media organisations and offers short course to meet sector skills needs. MMT is based in a managed office building with a permanent administration office in London. Other training rooms, meeting rooms and staff rooms are available to book, as and when required.

2. Brief description of the current provision

The Provider offers workshops to aspiring media professionals. The course content for the workshops is a mix of theory and practical sessions with a specific focus on skills that are needed in the media industry.

MMT currently offer a two-day digital film making course, a two-day radio and podcasting course, a two-day video editing and storytelling course, a two-day television/radio producer's course, and an eight-day global media programme which is being developed for summer 2020.

The two-day courses are aimed at United Kingdom (UK) participants, with an eight-day course being planned as a summer school for international participants. The plan for international recruitment is that it will be specifically focused on India initially and conducted directly by the Provider, without the use of agents. All courses will be scheduled according to demand.

During the inspection, the Provider was running its first training course. The participants for the two day producer's course consisted of a group of four young professionals aged 18 to 25, with an equal number of male and female students who were all based in the UK. All courses have a maximum number of 12 participants for any one course. All participants must be aged 18 or above.

3. Inspection process

There was a two day inspection conducted by one inspector. Meetings were held with the Director and the five part-time members of staff, as well as with participants. Teaching activities were observed and a tour of the premises undertaken. A range of documentation was scrutinised along with newly developed policies and procedures. The Director engaged fully with the inspection and promptly provided any documentation requested.

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

The simple structure of the organisation is clearly set out. The Director is the head of the Provider and works full time. There are five part-time trainers who all have both administration and teaching responsibilities.

All the staff have many years of experience working on high profile media programmes for organisations including Al Jazeera, the British Broadcasting Corporation (BBC), the Guardian and the Times. As a result, participants have access to expert knowledge from industry professionals.

All staff have clear job descriptions which detail the responsibilities and the minimum qualifications and experience required for the role, as well as the administrative responsibilities. Based on experience, the administrative roles have been split into data, student welfare, admissions, marketing and complaints. The responsibilities and individual roles of the administration team are effective for the current size of the Provider.

There are clear channels of communication between the Director and the staff. Detailed outcomes of one-to-one meetings with all staff have been recorded. There is a schedule and agenda for team meetings to take place every quarter. A detailed team meeting policy also sets out the requirement for additional academic and quality meetings to be scheduled every six months.

The Strategy Notes and Action Plan (SNAP) for the Provider details realistic and considered targets, reviews, developments, action plans and company strategies which have been developed in conjunction with the part-time staff and updated and reviewed by the team every quarter. This is an excellent example of clear communication and sharing of responsibility and involving staff in the organisation and development of MMT.

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. Yes No

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

Comments

Day-to-day administration is carried out by the Director, with five staff each taking on various specified administrative responsibilities. All staff have 10 to 20 years of industrial experience with track records of training within industry or delivering guest lectures at various institutions. As a result, the administration is effective.

The five administrative staff members have been selected based on their experience in recruitment, marketing, training, General Data Protection Regulation (GDPR) and management. The administration is conducted from the central office on a day-to-day basis, but part-time staff also work from home and use electronic documentation, online communication and telephone calls to carry out their responsibilities remotely. Appropriate job descriptions detailing responsibilities are provided for each role.

All policies have been developed with input from consultants and staff, and regular updates are distributed to staff in hard copy and electronically. Staff sign a form to say they have received and read the updated policies. There are detailed policies in place which consider the wellbeing of staff and participants.

A few personnel documents and contracts are held on file in a locked cabinet in the administration office. All other policies and documentation are stored electronically on hard drives, which are backed up weekly and stored securely on the premises.

The distribution of administration responsibilities is appropriate and makes good use of the staff's skills to provide an effective and responsive administration team.

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. Yes No

3.2 Experience and qualifications claimed are verified before employment. Yes No

3.3 There is an effective system for regularly reviewing the performance of staff. Yes No

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

Comments

A clear recruitment policy details the recruitment, selection and interview process for all staff. All roles have individual job descriptions with minimum experience required for each role. Part-time staff have appropriate freelance contracts.

3.2 The application form requires references to be provided, but the staff are all known associates and ex-colleagues of the Director, therefore no references or qualifications have been verified for current members of staff.

There is an effective appraisal policy which details the process, forms to be completed prior to the performance review and details of how participant feedback is used to inform the performance review. This provides an opportunity for formal feedback on individual performance and on the strengths and/or weaknesses highlighted by participants.

Appraisals are conducted annually and reviewed every six months which provides regular opportunities for formal feedback, and review of any action plans. It is also a good opportunity for trainers to provide written feedback to the Director.

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

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|-----|--|---|-----------------------------|
| 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 text and images on the website and in course leaflets are accurate, up to date and appropriate to the nature of the training, the location of the Provider and course activities.

Stock media related images have been used to indicate some of the equipment that may be used in training. These are generic and do not include specific models or manufacturers. There is already a plan for the provider to produce its own photographs, videos and other marketing material once the courses begin, in order to replace any generic stock images.

Each course has comprehensive documentation detailing the aims of the course, learning methods, an agenda and opportunities for development. These are sent to participants via e-mail before they start the course. A student handbook and other relevant policies are also available on the Provider's website.

MMT is currently recruiting participants through word of mouth, although there is a plan to produce advertising and marketing material to further promote the courses over the next few months.

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

The admissions policy is clear and course documentation stipulates that participants must have an interest in the course subject. A minimum age of 18 and an understanding of English is needed, but no formal qualifications or experience are required.

An application form is used to gather personal details, references and next of kin information. A short written rationale for attending the course is also required. Participants are sent detailed information about the courses via e-mail and either the Director or one of the five administrative staff calls each applicant to discuss their requirements and answer any questions. The admissions policy details how and why an application will be considered along with details of why an application may be refused. Although this does not include any specific timescale for responding, the policy underpins a very clear and transparent application process.

Participants confirmed that communication with the Provider was swift and information about the course was very comprehensive. The Provider does not engage with any overseas recruitment agents.

The admissions and enrolment procedures are clear and effective.

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

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

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

Comments

There is a clear attendance policy which details the expectations that the Provider has of the participants in relation to attendance, punctuality and attitude to learning. Procedures for reporting absence and how attendance is monitored are also documented in the policy.

Registers were provided for the training course operating during the inspection which detailed time of arrival and a list of participants.

6.3 There are no details in the attendance policy regarding how the Provider will follow up an absence. Participants are expected to inform the Provider of any absence or lateness prior to the start of the course.

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

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|-----|---|---|--|
| 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 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 is a feedback form which is provided to participants after each course. This allows individual participants to score the trainer and the Provider in several relevant areas and add their own additional comments.

The feedback will be reviewed by the Director within one week of the course finishing and will provide relevant feedback to the trainer. The data will also be used to contribute to the staff appraisal and performance review process. The data and comments from the participants will also be reviewed quarterly by the team and any appropriate actions documented in the SNAP document.

At the time of the inspection, no courses or feedback had been completed. However, there is a plan to develop a Melantra Club where responses to feedback can be reported to all present and past participants.

8. The provider has effective systems to review its own standards and assess its own performance with a view to continuing improvement

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

Feedback is obtained from participants and staff informally on a daily basis. In addition, the appraisal process also allows the staff to send feedback to the Director and participants can provide written feedback at the end of each course.

The feedback and scores obtained from participants are analysed by the Director and any action plans are generated and evidenced in the SNAP document as required.

The action plans that have already been produced for the business are effective and consider feedback from the staff and detail any revisions to activities, staffing, rules, resources, policies and training. SNAP documentation and action plans are reviewed quarterly in team meetings. All policies are scheduled to be reviewed on an annual basis which ensures consistent and relevant procedures and plans for development.

INSPECTION AREA – TEACHING, LEARNING AND ASSESSMENT

9. Programme management is effective

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

All teaching staff are well qualified for the courses they teach. The trainers are made up of industry professionals who have extensive experience working in the media industry. Trainers continue to work for well-known broadcasters and media outlets, and most have experience of managing staff or delivering training and/or guest lectures.

There is a provisional timetable planned for course delivery for the next six months, although this may change depending on demand. Appropriate rooms in the building are booked to accommodate the size and nature of the course, with a maximum of 12 participants per course. The courses are delivered by the relevant subject specialist trainer.

The Director also delivers some elements of each course and will observe and document one in ten classes delivered by the trainers.

As it is a small team, any resources required by trainers can be requested directly from the Director. Any technical equipment or capital purchases required will be reviewed as a team and considered as part of MMT's strategy.

10. The courses are planned and delivered in ways that enable participants to succeed

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 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

Each course is designed specifically for different content and media. Courses can be tailored depending on specific participant requirements. A good range of tasks, resources, examples and mixed content is detailed for each course. The range of tasks and discussions, within each course, enables the development of independent learning and the opportunity to develop specific content based on the participants' background or media preferences.

There is a clear structure and course presentation which is used throughout the duration of each course to ensure consistent and timely delivery of the course objectives. There are no formal assessments, examinations or qualifications for participants at MMT.

The Director or the five administrative staff discuss the needs and abilities of the participant prior to enrolment via telephone. Any learning difficulties or specific needs are communicated to the trainers prior to the course start date so that any additional requirements or changes can be considered for each activity.

Lessons demonstrate a good range of questioning techniques and tasks used by trainers to aid learning in the classroom. A handout with further media guidance and links has also been developed, which aims to support learning and professional development following delivery of the course.

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

All staff are well qualified with significant industrial experience of practical and theoretical aspects of the courses delivered. All staff have a number of years of industry experience in key roles and are professional, knowledgeable and effective communicators with most working in a senior role in broadcasting. The sector knowledge and experience of the

teaching staff facilitates the opportunity for participants to acquire knowledge and skills of the highest standard and represents good practice.

The appraisal process includes class observations, with an observation form completed by the Director who is responsible for conducting and recording observations for one in ten classes delivered by a trainer. The observations, that are linked to appraisals, allow for the effective monitoring of teaching standards and identification of areas for development. Participant feedback and observation records effectively inform the appraisal process.

As trainers are industry professionals currently working in the media, their Continued Professional Development (CPD) and training are mainly linked to their professional roles with media employers. Any additional training required by the trainers from MMT can be discussed with the Director, as appropriate.

Differentiation is appropriately incorporated into workshop planning and delivery, with different tasks or participant involvement managed by the trainer depending on the participants confidence or ability.

Trainers demonstrate a good relationship with the participants, utilising effective encouragement, demonstrations and questioning. Open questions, group discussions and prompted individual questioning are used effectively to check participants' understanding.

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

Participants are expected to use their own Information Technology (IT) devices, such as laptop, tablet or mobile, when required. The Provider is also happy to consider any other resources or materials requested by the participants.

Additional equipment hire or specialist resources have also been considered for the delivery of some of the planned technical production courses.

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 type="checkbox"/> Yes	<input type="checkbox"/> No <input checked="" type="checkbox"/> NA
13.6	Participants have appropriate access to trainers outside class time.	<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

Oral questioning and constructive feedback are provided to all participants during the workshops and classes. There are no formal assessments, awards or targets for achievement.

The staff and participants have a good rapport, the courses are well-planned and the trainer is supportive of individual participant needs or questions.

Participants do not have access or reason to contact trainers outside of class time. However, MMT is considering the formation of a type of alumni club that would allow authorised users, who have completed a course, to access additional information and an open forum to network and direct specific questions to MMT staff.

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

- 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. Yes No NA
- 15.2 There is evidence of the extent to which the awards are accepted for the purposes of employment or further study. Yes No NA
- 15.3 External moderators are involved in the assessment process where appropriate. Yes No NA
- 15.4 Effective safeguarding arrangements are in place for participants under the age of 18 and vulnerable adults, which are regularly reviewed. Yes No NA
- 15.6 A suitable policy and 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 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.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> NA
17.2	Participants receive appropriate advice before the start of the programme.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
17.3	Participants receive an appropriate induction and relevant information at the start of the programme.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
17.4	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
17.5	The provider has policies in place to avoid discrimination and a published procedure for dealing with any abusive behaviour.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
17.6	Effective safeguarding arrangements are in place and are regularly reviewed to keep all participants safe.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input checked="" type="checkbox"/> NA
17.7	Effective arrangements are in place to protect participants from the risks associated with radicalisation and extremism.	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	

This standard is judged to be:

Met Partially Met Not Met

Comments

Appropriate arrangements are in place for the management of participant welfare. One of the administrative staff members, who is also a trainer at MMT, is responsible for overseeing student welfare and has experience of developing and managing content for young learners at the BBC. The Director is also available on site whenever courses are being run.

Information about any prior knowledge and expectations of the course are detailed clearly in the course documentation. The student handbook details fees, enrolment, administration, support, assessment and review processes. Course documents, the course presentation and the student handbook are emailed to participants before the course begins.

A basic induction detailing the fire procedure and course outline is given at the start of each course. Participants are also asked to sign to say they have been informed about health and safety and that they have read the MMT policies relating to fees, complaints and bullying. The clear and concise induction provides all of the essential information required by participants at the beginning of their course.

Appropriate out of hours contact arrangements are in place. Participants are asked to email or call the office and leave a message out of hours. Contact details are provided in the student handbook. If required, the office telephone can also be diverted to the Director's mobile telephone whilst courses are taking place.

Clear and detailed policies and procedures are in place to prevent bullying and harassment, and an additional disciplinary policy covers the procedures used for dealing with participants and staff. All of these policies are accessible on the Provider's website.

There is a policy in place regarding the protection of participants from radicalisation and extremism.

17.7 However, none of the team members have undertaken any formal training, so trainers may not always recognise any signs of radicalisation demonstrated by the participants and there is no risk assessment.

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 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 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 type="checkbox"/> Yes | <input type="checkbox"/> No |
| 18.4 | Provision of support takes into account cultural and religious considerations. | <input type="checkbox"/> Yes | <input type="checkbox"/> No |

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

Comments

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 |

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

Comments

Procedures for providing fair and transparent enrolment information to participants are well developed. The course handbook and company policies are available on the MMT website and detail all the terms of the course. The policies are clear and include information about fees and refunds, complaints, bullying and harassment, radicalisation, data protection and attendance.

A link to the website is provided via e-mail and participants are asked to read the policies before commencing course to promote clarity of understanding.

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

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|------|---|------------------------------|---|
| 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 | Appropriate measures are in place to ensure the separation between participants under the age of 18 and those over the age of 18 when in the accommodation. | <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

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|------|---|------------------------------|-----------------------------|
| 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 checked="" 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 checked="" 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 checked="" type="checkbox"/> NA |
| 22.4 | Any activities organised by the provider are supervised by a responsible representative with suitable qualifications and experience. | <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

Any activities and trips that form part of the courses are included in the cost of the programme. All visits or trips planned as part of the course are supervised by a member of MMT staff. There is also a policy to consider health and safety, driver and vehicle checks and risk assessments for any off-site visits.

For current short courses, social events are not formally organised as participants attend for one or two days only.

As part of the MMT development strategy, social links and local guides are being developed for international courses planned for 2020.

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

This standard is judged to be:

Met Partially Met Not Met

Comments

MMT has a lease agreement with Regus, a large organisation that provides office spaces. The initial agreement is contracted until December 2019 and an additional contract has also been signed to continue the agreement on a rolling monthly basis until May 2020.

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

The premises used by the Provider are well managed and presented. There is a managed reception on the ground floor where visitors are asked to sign in, and identification badges are provided. Each floor also has a manned reception and waiting area.

Health and safety details are also provided in writing to all new visitors to MMT.

The building is very clean and comfortable with modern décor and furniture. Fire evacuation procedures and floor plans are displayed on all floors. Signage, notices and fire extinguishers are appropriate and up to date.

There are clean toilets on every floor.

All classrooms and offices have air conditioning for heating and cooling. All of the rooms feature good natural lighting. There is a communal rest area with kitchen facilities, chairs and tables.

Two bookable rooms are used as the MMT classrooms which will comfortably accommodate up to 12 participants each.

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 <input type="checkbox"/> NA |
| 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**

All teaching areas are appropriate for the courses offered. Classrooms can legally hold 16 people, however, these will only be used for up to 12 MMT participants to ensure adequate space to accommodate individual tables and chairs for all participants.

All meeting rooms and classrooms are clean and feature monitors and televisions for presentations, air conditioning for heating and cooling, tables and chairs and have good natural lighting.

Rooms can be requested in order to provide an empty area for workshop activities or with a specific number or configuration of tables and chairs. Additional technical equipment is hired in from specialist suppliers as and when required.

No formal assessments or examinations take place as part of the courses offered.

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

All participants are required to use their own laptop, mobile or tablet devices for research or leisure and free wireless access is available throughout the building. The current short courses do not require library facilities. A communal kitchen area with tea and coffee making facilities, chairs and tables is available to everyone.

A permanent administration office is situated on the second floor of the building, with other staff rooms, offices and classrooms available on the fourth floor via the Regus booking system. Bookable rooms or offices are available for private meetings or additional office space that may be required by MMT staff or participants. Additional staff rooms are booked for trainers during course delivery to provide an area for preparation and rest.

Participants and staff members are required to keep their personal possessions with them. In addition, the Director has a filing cabinet in the administration office where valuable items can be kept, or the classrooms can be locked by the reception staff on request.

The managed office space and the flexibility of hiring additional offices and rooms when required, combined with a dedicated office booking application provided by Regus, result in an extremely flexible working and training environment.

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

Delivery of the courses by well-qualified and experienced industry practitioners ensures that courses reflect current sector knowledge and skills.

Realistic business objectives are set which will allow MMT to adapt and adjust its procedures and operations as the business grows.

MMT is operated by a Director who is passionate about ensuring the very best possible experience for the participants.

The trainers have been involved in the development of the organisation including MMT courses, content, policies, procedures and objectives.

Actions Required	Priority H/M/L
3.2 The Provider must verify the qualifications for all staff to ensure the validity of their claimed status.	<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low
6.3 The Provider must include clear information about how it follows up on absences as part of the attendance policy.	<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low

TEACHING, LEARNING AND ASSESSMENT

Provider's Strengths

The professional media industry experience and broadcast profiles of all trainers, who are also current industry practitioners, ensure that courses reflect current production techniques and content used in media broadcasting.

The combined staff knowledge and experience gained from previous jobs roles, employers and business networks in the media industry allows participants access to high quality course content and the opportunity to visit well known broadcasters.

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

PARTICIPANT WELFARE

Provider's Strengths

There are well thought out and effective policies to ensure the safety, welfare and good overall learning experience of the participants.

Policies are clearly documented and regularly updated on the MMT website.

Actions Required	Priority H/M/L
17.7 Effective arrangements must be put in place for the protection of participants from the risks associated with radicalisation and extremism.	<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low

PREMISES AND FACILITIES

Provider's Strengths

The office space and flexible booking system of the premises allows for additional spaces and offices to be used by MMT as and when required.

The premises are well managed, clean, bright and secure and provide a safe and secure place for learning to take place.

Actions Required	Priority H/M/L
None	<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 Provider starts promoting and marketing the courses more widely to generate more interest and enquiries.

MMT's admissions policy should include a time frame for responding to enquiries or processing applications in order to provide applicants with a clearer understanding of when they can expect a response.

COMPLIANCE WITH STATUTORY REQUIREMENTS

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