BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

Short Course Provider (SCP) Re-accreditation Inspection

NAME OF PROVIDER: CGG Services (UK) Ltd

ADDRESS: Tyn-y-Coed
          Pentywyn Road
          LLanrhos
          Llandudno
          LL30 1SA

HEAD OF INSTITUTION: Mr Christopher Page

DATE OF INSPECTION: 26-27 September 2019

ACCREDITATION STATUS AT INSPECTION: Accredited

DECISION ON ACCREDITATION:

☒ Re-accreditation awarded for the full four-year period

☐ Probation accreditation

☐ Decision on accreditation deferred

☐ Award of accreditation to be withdrawn

DATE: 30 January 2020

PART A – INTRODUCTION

1. Background to the institution

CGG Services (UK) Limited (CGG/the Provider) is as an international oil and gas training and consulting business. The Provider has head offices in Paris and Crawley in the UK. The training centre, established in 1990, is based in Llandudno, Wales. Training programmes are delivered at the centre in Llandudno and worldwide in the clients' premises and all training provision is included in the BAC accreditation. CGG offers a number of other services that are not subject to BAC accreditation.

The training centre is branded as CGG GeoTraining. The aim of the training centre is to provide a comprehensive range of professional training programmes to increase clients' technical knowledge. The subjects covered include petroleum geology, geophysics, reservoir engineering, economics and management for the international petroleum industry.

There has been some restructuring of the company since the last inspection. There is a new Managing Director, an increased number of part-time employed trainers and an additional team of subject experts who are subcontracted as consultants and trainers. There is also a new lead of quality assurance in place.

CGG has made significant investment in their training facilities at their main premises in Llandudno. This includes the renovation and improvement of the whole building, new training and meeting rooms and the refurbishment of a new break area with access to outdoor seating.

2. Brief description of the current provision

The Provider has a portfolio of over 50 short courses which include bespoke training and various in-house training programmes. The training programmes include Health, Safety and Environment, Seismic Acquisition and Potential Methods, Geophysical Interpretation, Petroleum Geology and Reservoir Engineering, Petroleum Management and Economics, Data Management and Business Skills.

CGG GeoTraining have an open offer of customised learning programmes covering the disciplines of the international geoscience industry. Courses offered typically vary from one day to three months in duration. However, the Provider can design and present bespoke training programmes of any length and in any location worldwide. Courses are designed to meet the client's requirements, including the use of their own data where appropriate. All training programmes are delivered face to face.

The Postgraduate Diploma in Applied Petroleum Geoscience accredited by Holloway University is no longer offered.

In the period 2015 to 2018, the Provider delivered 93 short courses to external clients and nine training programmes to internal employees, resulting in over 2000 participants globally. The Provider's main clients are based in the Gulf area, South East Asia and North Africa.

At the time of inspection, one course entitled Biomarkers and Carbon Isotopes in Hydrocarbon Exploration was being delivered over five days. There were two male international participants from Algeria, who were both over 18 years old. Training programmes delivered at the CGG's main premises in Llandudno have a maximum capacity of 20 participants per course.

3. Inspection process

The inspection was conducted over two days by one inspector at the Providers main premises in Llandudno. Meetings were held with the Managing Director, Training Manager, Quality Assurance Lead, Training Administrator, Internal Trainers, External Trainers, an External Consultant, internal employed participants and external international participants. Observations of training sessions were completed as well as a tour of the premises. A comprehensive range of well organised documentation was presented and scrutinised. All members of the management and academic teams were extremely cooperative throughout the inspection process.

4. Inspection History

Inspection Type	Date
Full Accreditation	6 & 9 December 2010
Interim	28 March 2012
Re-accreditation	16-17 February 2015
Interim	18 October 2016

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.	☒ Yes	☐ 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.	☒ Yes	☐ No
1.3	There are clear channels of communication between the management and staff and those working at the delivery venue/s.	☒ Yes	☐ No

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

Comments

The management structure of the company is clearly defined in a clear and up-to-date organisational diagram. The Provider has a separate clear organisation chart relating to the training team.

The Managing Director of the Provider and the Training Manager are highly qualified and experienced. They understand their specific responsibilities well and these are supported by detailed job descriptions. Staff confirmed that the management and administration staff are highly supportive. Inspection findings confirm this view.

There are clear and regular channels of communications between the management and all levels of staff, via face-to-face meetings, e-mails and video conferences. All meetings are scheduled on a shared internal calendar and agendas and minutes are stored securely.

2.   The administration of the provider is effective

2.1	Administrators are suitably qualified or experienced and understand their specific responsibilities and duties.	☒ Yes	☐ No
2.2	The size of the administrative team is sufficient to ensure the effective day-to-day running of the provider.	☒ Yes	☐ No
2.3	The administrative support available to the management is clearly defined, documented and understood.	☒ Yes	☐ No
2.4	Policies, procedures and systems are well documented and effectively disseminated across the provider.	☒ Yes	☐ No
2.5	Data collection and collation systems are effective.	☒ Yes	☐ No

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

Comments

The Provider has two members of administration staff employed specifically to support the training team and participants. They are clear on their responsibilities and their roles are effectively split between administration prior to training and administrative support during and following training programmes.

The size of the administrative team is sufficient to ensure that the day-to-day running of the Provider is well managed. There is a maximum of 20 participants in a group at any one time with one trainer per group and this is manageable for the two administrators. The Training Manager also assists as needed and the small team work closely together.

The administrative support available to the management and other staff is clearly defined on the Provider's organisation diagrams.

The Provider was an International Organisation for Standardisation (ISO) approved centre and was last inspected in 2018. They no longer follow the ISO standards and have introduced their own quality assurance system. Many of the ISO structures and standards have been used as a guide for the new quality assurance system. The new processes are more suitable for the revised aims of the company and the new structure.

All quality assurance policies and processes are maintained by the Quality Lead via the secure internal shared network area. Most policies have been written by the Quality Lead or a senior staff member and all policies have been or are in the process of being reviewed this year as part of the new quality assurance model. The new quality assurance model has been simplified to be more user friendly and is being implemented to aid inclusivity across the business and continuous improvement for all staff. This includes the introduction of an ongoing peer review system that staff confirm is positive and developmental.

The Provider is using an online management information system for the collection and storage of data on staff, clients and participants. This is a comprehensive system that is secure and backed up appropriately.

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

The Provider's main Human Resources (HR) department is in Crawley, but there are three HR officers on site at the Provider's main training premises in Llandudno. Recruitment processes are clearly documented and supported by appropriate policies.

The recruitment policies and processes require the experience and qualifications of staff to be verified prior to employment for all internal staff employed by the Provider and any external staff that are recruited on a contractual basis. Further employment for external staff is based on client and participant feedback. There are clear and up-to-date records which confirm that these checks have been undertaken. The Training Manager is involved in the recruitment of internal and external trainers as well as the appointment of any external subject experts and consultants.

There is a highly effective staff appraisal system in place for the continuing employment of all internal staff, inclusive of administrators and managers. This is inclusive of thorough Continuous Professional Development (CPD) reviews and evaluations of the internal training they deliver. All internal staff receive an appraisal.

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

4.1	Text and images provide an accurate depiction of the provider's location, premises, facilities and the range and nature of resources and services offered.	☒ Yes	☐ No
4.2	Information on the courses available is comprehensive, accurate and up to date.	☒ Yes	☐ No

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

Comments

The Provider's website, digital and printed promotional materials are professionally presented, up to date and give an accurate description of the Provider and its training programmes.

All materials are scheduled to be further updated to represent the completed renovation and refurbishment of the main premises and improved training facilities.

The online information for training courses is comprehensive, accurate and up to date, and is clearly communicated so that potential clients can also request bespoke training courses. In these cases, detailed and well-presented proposals are submitted to the client.

5. The provider takes reasonable care to recruit and enrol suitable participants for its courses

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.	☒ Yes	☐ No	☐ NA
5.2	A formal application process ensures that participants meet the entry requirements and any claimed qualifications are verified.	☐ Yes	☐ No	☒ 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.	☒ Yes	☐ No	☐ NA
5.4	Any overseas recruitment agents are properly selected, briefed, monitored and evaluated.	☐ Yes	☐ No	☒ NA

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

Comments

The Provider delivers training programmes to internal staff and external participants. For internal participants, training requirements are set by their line manager and entry requirements will have already been checked as part of the company recruitment process. For external participants, training requirements are determined by their employer, and the Provider's client. There are no formal entry requirements other than a good standard of English as most training programmes are delivered in English unless otherwise requested by the client for bespoke courses. The language of instruction for bespoke courses is agreed prior to any training programme.

An application for any training programme is reviewed by the Training Manager who receives participant details and writes a training programme proposal. The majority of participants are referred to the training programme by their employer and applications are completed on their behalf by the client representative or CGG Line Manager.

All application enquiries are responded to promptly and appropriately. This is carried out initially via the administration team or the Training Manager. The staff at the Llandudno premises communicate effectively with staff at other head offices to ensure enquires get to the correct person and are responded to efficiently.

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

6.1	There is an appropriate, clear and published policy on participant attendance and punctuality.	☒ Yes	☐ No	
6.2	Accurate and secure records of attendance and punctuality at each session are kept for all participants, collated centrally and reviewed.	☒ Yes	☐ No	☐ NA
6.3	Participant absences are followed up promptly and appropriate action taken.	☒ Yes	☐ No	☐ NA

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

Comments

The Provider has a clear and documented attendance policy. This is up to date and reviewed at least annually. There is also a clear reference to participant attendance and punctuality in the delegate handbook.

Attendance is effectively monitored, through an appropriate daily registration process for each training session.

Unexplained absences are unusual and are promptly followed up by the administrators. At least one administrator is available on a full-time basis during each training programme.

Copies of all registration records are stored securely.

7.	The provider regularly obtains and records feedback from participants and other stakeholders and takes appropriate action where necessary		
7.1	The provider has effective mechanisms for obtaining feedback from participants and other stakeholders (such as staff, partner providers and employers) on all aspects of the provider's provision, including formal participant representation where appropriate.	⊠ Yes ☐ No	
7.2	Feedback is obtained, recorded and analysed on a regular basis.	⊠ Yes ☐ No	
7.3	The feedback is reviewed by management and action is taken where necessary.	⊠ Yes ☐ No	
7.4	There is a mechanism for reporting on the provider's response to the feedback to the participant body.	⊠ Yes ☐ No ☐ NA	

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

Comments

The Provider has effective methods of requesting feedback from participants across all training programmes delivered internally to employees and to external clients.

All feedback is collated after every training programme by the Training Manager and analysed to direct future improvements.

Feedback from internal employed participants is also obtained via the appraisal process, which is clearly documented and up to date. In addition, the Training Manager employs a two-way approach for delivery and this allows for training staff and participants to offer feedback at any stage in a training programme. This process is highly effective in ensuring that immediate improvements can be made where necessary.

All feedback is analysed and published in the Provider's self-assessment report. Reports are clearly documented and stored on the Provider's internal network. Client and participant feedback are also used effectively in promotional events and presentations in the form of testimonials.

8.	The provider has effective systems to review its own standards and assess its own performance with a view to continuing improvement	
8.1	There are effective systems for monitoring and periodically reviewing all aspects of the provider's performance.	⊠ Yes ☐ No
8.2	Reports are compiled which present the results of the provider's reviews and incorporate action plans.	⊠ Yes ☐ No
8.3	Action plans are implemented and regularly reviewed.	⊠ Yes ☐ No

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

Comments

The Training Manager is responsible for reviewing the performance of the training provision and produces an annual self-assessment report. In addition, the new quality assurance model encourages continuous feedback across all levels of the staff hierarchy at any time. This is very positive and highly effective.

All self-assessment reports are up to date and securely stored on the Provider's internal network. This provides a highly effective system of reviewing standards and facilitating continuous improvement.

The self-assessment report includes an evaluation of all training courses and previous annual self-assessment report targets as well as an analysis of internal employee and external participant feedback analysis.

The action plans that are put together from the self-assessment report, client and participant feedback or from staff appraisals are further monitored by the Managing Director.

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	☒ Yes ☐ No ☐ NA
9.2	Classes are timetabled and rooms allocated appropriately for the courses offered.	☒ Yes ☐ No ☐ NA
9.3	The allocation of trainers to classes provides for a consistent learning experience and delivery is monitored to ensure consistency.	☒ Yes ☐ No ☐ NA
9.4	There is an appropriate policy and effective procedures for the acquisition of academic resources.	☒ Yes ☐ No ☐ NA

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

Comments

The Provider has a Training Manager who is supported by two administrators. The Training Manager is highly qualified and experienced within the sector. All internal employed and externally contracted trainers are highly qualified and experienced in delivering subject specialist training to participants.

All training sessions are clearly timetabled. They are planned effectively, with appropriately allocated start and finish times and breaks. All participants receive a delegate handbook and welcome pack prior to the start of the training course and these also include a session timetable.

The allocation of trainers to participants is dependent on the specialist subject and the type of programme. This provides for a consistent learning experience. Delivery is monitored by the Training Manager to ensure consistency. Participants confirmed they are happy with the planning of training sessions and that they meet their needs appropriately in terms of subject matter and duration.

Participants confirmed that learning resources are comprehensive and additional resources are provided by the trainers. All hard copy materials that are provided to participants are appropriate and available on a portable storage device that they can take away. The Training Manager is planning to introduce a standardisation system through which all training materials will be scrutinised and subject to a quality assurance sign off process.

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.	☒ Yes ☐ No ☐ NA

10.2	Lessons and assessments maintain an appropriate focus on any assessment objectives or statement of learning outcomes established by the awarding body.	☐ Yes ☐ No ☒ NA
10.3	Formative assessments appropriately reflect the nature and standards of summative examinations.	☒ Yes ☐ No ☐ NA
10.4	Participants are encouraged and enabled to develop independent learning skills.	☒ Yes ☐ No ☐ NA
10.5	The academic backgrounds and particular needs of participants are taken into account in the classroom delivery of the course.	☒ Yes ☐ No

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

Comments

All training programmes are agreed with the Training Manager, the client or the CGG internal Line Manager. This allows for participant needs to be thoroughly evaluated at the required level. It also allows for any internal assessment requirements to be planned in detail and for any follow up training based on these assessments.

Programme plans are used for all training courses and these allow for differentiated training methodologies inclusive of collaborative and independent learning. The programme plans are further supported by individual session plans for every session. All planning documentation is standardised across courses and levels to aid consistency for the team of trainers.

Participants are continuously encouraged to develop independent learning skills within training sessions and this is a clear aim of the training staff. Participants confirmed that they had made progress and developed subject specialist skills as a result of attending the training sessions.

The academic backgrounds and needs of participants are considered in the session delivery approach. Trainers and the Training Manager use participant information provided to them at the application stage to plan sessions at the right level and to contain a wide range of teaching methodologies.

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.	☒ Yes ☐ No
11.2	Trainers have a level of subject knowledge, pedagogic and communicative skill which allows them to deliver the content of courses effectively.	☒ Yes ☐ No
11.3	The appraisal procedures for trainers incorporate regular classroom observation.	☒ Yes ☐ No
11.4	Trainers are supported in their continuing professional development and enabled to develop further pedagogic techniques to enhance the learning of participants.	☒ Yes ☐ No ☐ 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.	☒ Yes ☐ No
11.6	Trainers employ effective strategies to involve all participants in active participation and to check their understanding of concepts and course content.	☒ Yes ☐ No

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

Comments

There is a robust and clearly documented trainer recruitment process in place. The recruitment policy is reviewed annually and updated as required by the HR team.

All training staff are highly experienced in their subject and in delivering training. They are required to update their Curriculum Vitae (CVs) annually. This allows for the effective delivery of training courses. Records of all training staff CVs, qualifications and CPD are securely stored on the Provider's internal network.

All training sessions are regularly observed, and all observation documentation is signed by both trainers and observers. Session observations are documented and securely stored on the Provider's internal network. However, there is no formal requirement as to when observations take place or how often for trainers.

The appraisal process includes training session observations, a newly introduced peer review system and a one-to-one appraisal meeting. New trainers also have a mentor, a system which trainers confirm is working effectively.

Internal employed training staff are proactive regarding their own CPD and frequently seek their own. They are also supported by the Provider financially and with time allocation regarding any mandatory training requirements.

Trainers are contracted based on the yearly demand for training courses. The Provider has a robust system in place to allocate trainers to training courses. The system is based on the participants' needs and the skills and experience of the trainers.

Trainers respond to the different learning needs of participants and, where appropriate, take various learning styles into account with regard to their planning and delivery of lessons. They also employ effective strategies to involve all participants in active participation and to check their understanding of concepts and course content.

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 confirmed that resources are appropriate. Additional resources are provided by the trainers if needed.

All training materials are written and prepared by subject experts and reviewed by the Training Manager. These are then provided to the trainers. However, some trainers stated that the resources are not always consistently of the same standard and would benefit from a review prior to the delivery of the training programme.

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.	☒ Yes	☐ 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.	☐ Yes	☐ No	☒ NA
13.3	Assessment outcomes are monitored to enable the identification of participants who are not making satisfactory progress and prompt intervention where appropriate.	☐ Yes	☐ No	☒ NA
13.4	Participants are made aware of how their progress relates to their targeted level of achievement.	☒ Yes	☐ No	☐ 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.	☐ Yes	☐ No	☒ NA
13.6	Participants have appropriate access to trainers outside class time.	☒ Yes	☐ No	☐ NA

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

Comments

All training courses are planned to include a schedule of assessments if requested by the client or internal line manager. The effective planning of the programmes and the ratio of trainers to participants results in meaningful and developmental feedback to the participants.

Participants have regular progress meetings with trainers, the Training Manager and their employers. They are aware of how their progress relates to their targeted level of achievement as outlined in the training programme proposal.

Students have appropriate access outside class time to trainers and the Training Manager. In addition, training administration staff are fully available.

Feedback meetings are undertaken with the Training Manager and the client or internal line manager at the end of all training programmes to review participants' progress, assess whether the intended outcomes for the participants have been met, and to identify any further training needs.

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

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

Comments

16.	There are satisfactory procedures for the administration of examinations and other means of assessment			
16.1	The provider complies with the requirements of the relevant awarding bodies in terms of examination security and administration.	☐ Yes	☐ No	☐ NA
16.2	For internal assessments and awards, there are effective systems in place for examination security and administration, and clear procedures for participants to appeal against their marks.	☐ Yes	☐ No	☐ NA

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

Comments

INSPECTION AREA - PARTICIPANT WELFARE

17.	Participants receive pastoral support appropriate to their age, background and circumstances			
17.1	There is at least one named staff member responsible for participant welfare who is suitably trained, accessible to all participants and available to provide advice.	☒ Yes	☐ No	☐ NA
17.2	Participants receive appropriate advice before the start of the programme.	☒ Yes	☐ No	
17.3	Participants receive an appropriate induction and relevant information at the start of the programme.	☒ Yes	☐ No	
17.4	Participants are issued with a contact number for out-of-hours and emergency support.	☒ Yes	☐ No	☐ NA
17.5	The provider has policies in place to avoid discrimination and a published procedure for dealing with any abusive behaviour.	☒ Yes	☐ No	
17.6	Effective safeguarding arrangements are in place and are regularly reviewed to keep all participants safe.	☐ Yes	☐ No	☒ NA
17.7	Effective arrangements are in place to protect participants from the risks associated with radicalisation and extremism.	☐ Yes	☒ No	

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

Comments

The Training Manager is the main contact responsible for participant welfare and is based at the main training premises on a full-time basis. When the Training Manager is not present, the Lead Trainer has this responsibility for the duration of the training. Welfare support and named staff are clearly stated within the training programme handbooks.

Support for international participants is provided by trainers, the Training Administrator and the Training Manager for the whole duration of any training programme.

All participants receive a detailed welcome pack as part of the induction on the first day of the training programme. Appropriate information, advice and guidance are also provided to the participants in advance of their arrival.

All participants have access to a mobile contact number for at least one member of the Provider's staff for emergency purposes.

The Provider has clear and documented policies in place to avoid discrimination and abusive behaviour. The expectations for participant conduct, whilst enrolled on any training programme, are clearly accessible in the delegate and staff handbooks.

17.7 There are no arrangements in place to protect participants from the risks associated with radicalisation and extremism.

18.	International participants are provided with specific advice and assistance		
18.1	International participants receive appropriate advice before their arrival on travelling to and staying in the UK.	☒ Yes	☐ No

18.2	International participants receive an appropriate induction upon arrival covering issues specific to the local area.	☒ Yes ☐ No
18.3	Information and advice specific to international participants continues to be available throughout the course of study.	☒ Yes ☐ No
18.4	Provision of support takes into account cultural and religious considerations.	☒ Yes ☐ No

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

Comments

International participants are recruited via their employers. The Training Manager and Training Administrator liaise with the client nominated contact regarding course information, travel and accommodation arrangements. Once a training programme has been agreed, a formal proposal is written and sent to the client.

All international participants receive an induction on the first day of the training programme. There is a standardised approach in place regarding generic information such as the premises, key contacts and the local area. This is collated into a printed welcome pack. Additional comprehensive resources are provided for each course subject.

Support for international participants is provided by the trainers, the Training Administrator and the Training Manager for the whole duration of any training programme. Regular meetings take place to ensure participants are happy and feel safe. Participants confirmed that staff made them feel very welcome and maintained at least daily face-to-face communication.

The Provider is extremely conscious of the need to provide appropriate support for the cultural and religious beliefs of participants. Timetables are flexible to accommodate such needs and pre-arranged with the client prior to any training programme being signed off at the proposal stage.

19.　The fair treatment of participants is ensured

19.1	Participants apply for and are enrolled on courses under fair and transparent contractual terms and conditions.	☒ Yes ☐ No
19.2	Participants have access to a fair complaints procedure of which they are informed in writing at the start of the course.	☒ Yes ☐ No
19.3	Participants are advised of BAC's own complaints procedure.	☒ Yes ☐ No

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

Comments

There is a clearly documented enrolment process which ensures that the enrolment of participants is fair and transparent.

There is a clearly documented complaints policy which is published in the staff and student handbooks.

There is clear reference to the BAC complaints policy in client contracts, training programme proposals and induction packs.

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

20.1	Any residential accommodation is clean, safe and of a standard which is adequate to the needs of participants.	☐ Yes ☐ No
20.2	Any residential accommodation is open to inspection by the appropriate authorities, including Ofsted where participants under 18 are accommodated.	☐ Yes ☐ No ☐ 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.	☐ Yes ☐ No

20.4	A level of supervision is provided appropriate to the needs of participants.	☐ Yes ☐ No
20.5	Separate accommodation blocks are provided for participants under 18.	☐ Yes ☐ No ☐ NA

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

Comments

21. **Where home-stay accommodation is organised, the welfare of participants is ensured and the provider's relationship with hosts is properly managed**

21.1	Due care is taken in selecting home-stay accommodation which both provides a safe and comfortable living environment for participants and is appropriately located for travel to the provider and back.	☐ Yes ☐ 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.	☐ Yes ☐ No
21.3	The provider has appropriate contracts in place with any hosts, clearly setting out the rules, terms and conditions of the provision.	☐ Yes ☐ No
21.4	Appropriate advice and support is given to both hosts and participants before and during the placement.	☐ Yes ☐ No
21.5	Clear monitoring procedures are in place with opportunities for participant feedback and prompt action taken in the event of problems.	☐ Yes ☐ 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.	☒ Yes ☐ No
22.2	The social programme is responsive to the needs and wishes of participants.	☐ Yes ☐ No ☒ NA
22.3	Any activities within the social programme have been chosen with consideration for their affordability by the majority of participants.	☐ Yes ☐ No ☒ NA
22.4	Any activities organised by the provider are supervised by a responsible representative with suitable qualifications and experience.	☐ Yes ☐ No ☒ NA

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

Comments

The Provider organises an informal social programme for participants. Participants are invited to attend social events to enhance team building and networking opportunities during training programmes at UK training premises. For example, eating together at a local restaurant or arranging a group visit to tourist attraction.

International participants are additionally invited to cultural events that may be of interest to ensure that they feel welcome by the Provider and their staff, as well as to encourage social integration.

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.	☒ Yes	☐ No	☐ 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.	☒ Yes	☐ No	☐ NA

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

Comments

The premises at the Provider's main site in Llandudno are leased from the Welsh Assembly under a ten-year lease.

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.	☒ Yes	☐ No	
24.2	The premises are maintained in an adequate state of repair, decoration and cleanliness.	☒ Yes	☐ 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.	☒ Yes	☐ No	☐ NA
24.4	General guidance on health and safety is made available to participants, staff and visitors.	☒ Yes	☐ No	
24.5	There is adequate signage inside and outside of the premises and notice boards for the display of general information.	☒ Yes	☐ 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.	☒ Yes	☐ No	
24.7	There are toilet facilities of an appropriate number and level of cleanliness.	☒ Yes	☐ No	
24.8	There is adequate heating and ventilation in all rooms.	☒ Yes	☐ No	

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

Comments

The Provider's premises provide a safe, secure and clean environment for staff and participants and are only used by CGG.

The entrance to the main building has appropriate private access and all staff and students must report to the main reception area on the ground floor. This area has at least one receptionist on duty during business hours. All employed staff must wear an identification badge that also allows access into rooms of the premises. All visitors are required to sign in and wear a visitor's badge.

The Provider has a clearly documented handbook for staff that outlines health and safety requirements. All visitors are presented with this information, requested to sign in and issued with a visitor badge. There are clear notices regarding fire, health and safety procedures in all the Provider's buildings and associated rooms.

There is an appropriate number of toilets located throughout the premises. These are clean and maintained daily.

All rooms in the premises are spacious, well ventilated, effectively maintained and clean.

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.	☒ Yes ☐ 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.	☒ Yes ☐ No
25.3	There are facilities suitable for conducting the assessments required on each course.	☒ Yes ☐ No ☐ NA

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

Comments

All training rooms provide suitable accommodation for the number of participants enrolled at any time.

All training rooms have flexible spaces that accommodate practical and theory-based sessions, as well as individual and group work. Participants also have access to a separate area for refreshment breaks and lunch breaks.

There are no formal assessments for the training programmes, unless specified by the client. In these cases, the training rooms are appropriate to accommodate such assessment-based activities.

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

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

Comments

Staff have access to high quality facilities at the Providers' premises. These include a separate reception area, communal break areas and private staff rooms.

All trainers are provided with appropriate teaching and learning resources by the Training Manager.

The Provider has a large communal cafeteria for the use of staff and participants. In addition, training rooms also have break area that can accommodate short breaks with light refreshments.

Participants and staff can keep personal belongings with them in lockable training rooms and offices. In addition, larger items, such as luggage, can be securely stored at the reception area.

There are several rooms within the premises that can be booked and used for meetings with staff and participants. These include newly refurbished and renovated spaces that have high technical specifications inclusive of video conference facilities.

Administrative offices are of a good size for the allocated number of staff.

COMPLIANCE WITH STATUTORY REQUIREMENTS

Declaration of compliance has been signed and dated ☒ Yes ☐ No

PART C - SUMMARY OF STRENGTHS AND ACTION POINTS

Numbering of action points aligns with that of the minimum standards

MANAGEMENT, STAFFING AND ADMINISTRATION

Provider's Strengths

The newly introduced quality assurance model encourages continuous feedback across all levels of the staff hierarchy at any time. The newly introduced peer review system allows for internally employed training staff to be supported by a mentor yet self-critical within their own field of work. This is proving to be a positive and developmental process for sharing good practice.

Actions Required	Priority H/M/L
None	☐ High ☐ Medium ☐ Low

TEACHING, LEARNING AND ASSESSMENT

Provider's Strengths

The Provider works hard to promote a professional working environment to allow for participants to learn in contemporary and collaborative ways. Trainers are highly qualified with up-to-date knowledge of their specialist subjects. This has a positive effect on participants' learning and motivation. Participants confirmed that the quality of training provided met their expectations and enables them to apply the learning within their own specific job roles and workplace.

Actions Required	Priority H/M/L
None	☐ High ☐ Medium ☐ Low

PARTICIPANT WELFARE

Provider's Strengths

Participants are very well supported prior to, during and after any training programmes. The Provider has an excellent reputation within the geoscience industries, and this encourages repeat business on a regular basis.

Actions Required	Priority H/M/L
17.7 The Provider must undertake a risk assessment and ensure all trainers are informed of any risks regarding radicalisation and extremism prior to delivering any internal or external programmes. This updated information should also be included in the associated policies and handbooks.	☐ High ☒ Medium ☐ Low

PREMISES AND FACILITIES

Provider's Strengths

The Provider has made a significant investment in the renovation and refurbishment of staff and training facilities at their main premises in Llandudno.

Training rooms are of a high technical specification and staff and participants confirmed that these contributed well to providing a professional and productive working environment.

Actions Required	Priority H/M/L
None	☐ High ☐ Medium ☐ Low

RECOMMENDED AREAS FOR IMPROVEMENT
To be reviewed at the next inspection

It is recommended that the Provider formalises their system for regularly reviewing the performance of internally employed and externally contracted training staff.

It is recommended the Training Manager implements the standardisation of training materials and the quality assurance sign-off process.

COMPLIANCE WITH STATUTORY REQUIREMENTS