

BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

INTERIM INSPECTION (International Centre)

INSTITUTION: Ethan Hathaway

ADDRESS: Suite 907
Silvercord Tower 2
30 Canton Road
Tsim Sha Tsui
Kowloon
Hong Kong

HEAD OF INSTITUTION: Mr Vincent Po & Mrs Fiona Lee

ACCREDITATION STATUS: Accredited

DATE OF INSPECTION: 4 November 2019

ACCREDITATION COMMITTEE DECISION AND DATE: 30 January 2020

PART A – INTRODUCTION

1. Background to the institution

Ethan Hathaway Co Limited (the Institution) provides business and financial training courses and coaching for business executives and financial institution professionals. The Institution is established as a private limited company, based in Hong Kong. It was formed in August 2005 by its two owners, who are both directors of the company. They manage and run the Institution assisted by a part-time administrator and a part-time accountant. One of the owners is the Director of Business Development and the other is the Director of Marketing and Technology.

The head office of the company is located in Hong Kong and the training takes place in hotel conference facilities in international locations such as Singapore, London and Dubai. Online courses are also offered. In addition, bespoke provision is delivered in-house for corporate clients. BAC accreditation is for all provision.

Ethan Hathaway's mission is to deliver practical training courses that give financially valuable skills to clients around the world.

2. Brief description of the current provision

Most of Ethan Hathaway's provision is instructor led, face-to-face training. A yearly schedule of open public courses is offered. The largest volume of courses takes place in the fourth financial quarter, between October and December to fit in with the typical spending patterns for training by large banks. In addition to these scheduled courses, Ethan Hathaway also provides bespoke in-house training to meet the needs of clients within the financial and corporate sectors. Standalone online training courses are also offered, which consist of pre-recorded webinars and digital materials.

The courses are developed and delivered by self-employed trainers. The provision covers a wide range of business and financial topics such as Corporate Governance, Certified Procurement and Purchasing, Corporate Compliance and Risk Management. Learners include people with senior roles in organisations such as international banks and multi-national companies. The delegates are mainly sponsored by their company to attend training as part of their learning and development. Courses typically range in duration from two to three days.

At the time of the inspection, 85 part-time delegates were enrolled. All were over 18 years of age and the majority were male. The 50 delegates, who were undertaking in-house face-to-face learning, were enrolled on a two-day Asset and Liability Management course and were from Malaysia. There were also 35 learners enrolled on online courses from across the world including the Gulf States, Africa, Europe, North America, West Indies and Asia.

3. Inspection process

The inspection was carried out remotely by one inspector over one day. The inspection included scrutinising documentation, including the documents regarding the new office premises. Interviews were conducted through a video link with the Director of Business Management, the Director of Marketing and Technology, and one of the self-employed trainers. The Directors provided the inspector with all the necessary documentation in order to conduct the inspection effectively.

4. Inspection History

Inspection Type	Date
Full Accreditation	24 & 26 November 2014
Interim	28 April 2016
Re-accreditation	19 & 21-22 November 2017

PART B – JUDGMENTS AND EVIDENCE

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

1. Significant changes since the last inspection

Since the last inspection, there has been a downturn in revenue, due to recent socio-economic uncertainty, which has affected clients' training budgets and slowed demand. Consequently, there has been a change in staffing requirements and the need for office space. The office building has been vacated and a virtual office address is now being used as the business mailing address. Processes have been streamlined and new software has been adopted. There has been a change to an online server to host all office documentation, enhance security and facilitate ease of sharing of information.

2. Response to actions points in last report

18.5 Ethan Hathaway must have a published policy to avoid discrimination and for dealing with any abusive behaviour.

There is an anti-discrimination policy which has been published on the website and is contained in the employee's handbook. However, it is unclear how this information is communicated to learners and no detail is given on how to deal with bullying and harassment and other abusive behaviour.

3. Response to recommended areas for improvement in last report

There were no recommendations in the previous report.

4. Compliance with BAC accreditation requirements

4.1 Management, Staffing and Administration (spot check)

The standards are judged to be:

Met

Partially Met

Not Met

Comments

The management structure is clearly documented and understood. The Institution is effectively managed and administrated by the Directors and appropriately supported by a part-time administrator, a part-time accountant and a team of self-employed trainers.

The size of the administrative team is sufficient for the day-to-day running of the Institution. Administrative procedures are well understood, clearly documented and efficiently carried out.

There are clear channels of communication with staff through e-mail, telephone, video links and chat messaging systems. The Directors hold informal meetings as well as formal meetings with agendas and minutes.

4.2 Teaching, Learning and Assessment (spot check)

The standards are judged to be:

Met

Partially Met

Not Met

Comments

Academic management is extremely well organised. The Institution liaises very effectively with clients to ensure training courses meet their learning needs. Corporate clients are always consulted in advance and learning programmes are customised to their specific requirements. Consequently, learning outcomes are relevant to learners' professional development and meet the requirements of their job roles.

Courses are timetabled appropriately, and venues include clients' premises or hotel venues which are entirely appropriate for the courses offered. Effective arrangements are in place to ensure room layout and the resources provided meet the requirements of the course.

Trainers are appropriately qualified and experienced and use a variety of strategies such as case studies, group work and quizzes to involve learners and ensure participation.

There are effective procedures for reviewing the performance of staff. The directors scrutinise course materials, analyse learner feedback and observe training sessions. However, they do not keep written records of observations.

4.3 Learner Welfare (spot check)

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

Comments

Learners enrolled are employees from companies in the corporate business world. Pre-course information and advice is communicated through the website and e-mail. In the case of bespoke in-house training, courses are customised to the needs of the participants. Contact is taken up with the company and the prospective learner and full details are communicated regarding course content and the trainer.

18.5 It is not clear how the policies to avoid discrimination are communicated to learners and there is no detail regarding how to deal with bullying and harassment or other abusive behaviour.

Where appropriate, suggestions for accommodation with negotiated discounts at hotels are offered to learners before each course commences.

The induction in the course introduction contains an overview of learning outcomes and includes appropriate health and safety information and emergency evacuation procedures.

Learners are enrolled on courses under fair and transparent contractual conditions. There is a clear fee refund policy.

The complaints procedure is communicated to learners online. This includes detail of the BAC complaints procedure. There are plans to include this in the pre-course information sent to learners.

4.4 Premises and Facilities (spot check)

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

Comments

The Institution has appropriate documentation to demonstrate secure tenure on its leased premises.

Training premises are in high quality hotel venues which provide excellent accommodation for the courses allocated to them. Necessary resources are provided to ensure an effective learning experience for learners.

The virtual office and technological resources are adequate for the needs of the business.

4.5 Compliance Declaration

Declaration of compliance has been signed and dated.

Yes No

PART C – SUMMARY OF STRENGTHS AND ACTION POINTS

STRENGTHS

Excellent pre-course programme organisation and attention to detail which ensures clients’ desired learning outcomes are met effectively.

High quality training venues which provide an environment conducive to learning.

Very effective academic management which ensures trainers can customise courses to learners’ needs and the requirements of the business.

ACTIONS REQUIRED

18.5 The Institution must include details in the anti-discrimination policy of how to deal with abusive behavior and how the policy is communicated to learners.

High Medium Low

RECOMMENDED AREAS FOR IMPROVEMENT *(to be reviewed at the next inspection)*

It is recommended that observations of trainers are formally recorded and constructive feedback given to facilitate professional development and ensure continual improvement.

COMPLIANCE WITH STATUTORY REQUIREMENTS - FURTHER COMMENTS, IF APPLICABLE