

BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

INTERIM INSPECTION (Short Course Provider)

PROVIDER: Centre for Regional and International Development

ADDRESS: Unit 3
Epsilon House
Laser Quay
Culpeper Close
Medway City Estate
Rochester
Kent
ME2 4HU

HEAD OF PROVIDER: Mr Nicholas Aitalegbe

ACCREDITATION STATUS: Accredited

DATE OF INSPECTION: 9 December 2019

ACCREDITATION COMMITTEE DECISION AND DATE: Probation accreditation 26 March 2020

PART A – INTRODUCTION

1. Background to the provider

The Centre for Regional and International Development (CRID/the Provider) is a privately-owned limited company. It is owned and run by a Director, who is supported by an Administrative Assistant. A part-time consultant has the role of Quality Assurance Manager. It offers a range of short training programmes of varying lengths of three to ten days. The Director has built up close relationships with a number of sponsoring organisations in Africa. He is looking to expand the business in Bangladesh, India, Dubai and the Caribbean.

In 2016, the Provider moved to Laser Quay on the Medway City Estate, in Rochester. The premises have an administrative office and a suite of training rooms.

CRID's mission is to develop capacity in organisations at national, regional and local levels. Clients are mainly ministries and public sector departments and agencies. It has set up, and continues to set up, satellite offices in some of its target countries, with the aim that these will operate using local or United Kingdom (UK) based trainers who travel to the delegates' country. Self-employed trainers are hired, as required, to deliver the programmes.

Currently, very few programmes are delivered in the UK as the focus has shifted to programme delivery overseas. Satellite offices overseas manage these programmes and they are not subject to BAC accreditation. It is only the UK operations that are accredited by BAC.

2. Brief description of the current provision

CRID programmes are practical and are delivered face to face. They are designed to support organisations and individuals in building capacity and performance improvement. They vary from general to specific management programmes, which all have a component focusing on sustainable development goals. Although the courses are structured to a standard format by CRID, they can be modified to meet individual clients' needs.

The courses aim to develop delegates' personal capacity in targeted areas within their sponsoring organisations and, in order to help achieve this, CRID undertakes to build on individual delegates' personal development plans by providing on-going e-mail support, for at least a year, after courses end.

The majority of courses are run between July and October, when funding has been agreed with the sponsoring organisations.

At the time of the inspection, no courses were running. The most recent course run in the UK was in June this year for 17 participants from Nigeria. It focused on current trends in the petroleum industry and governance in emerging economies. All participants on CRID's courses are over the age of 18. There are more male than female participants. The vast majority this year have come from Nigeria. Courses start on specific dates, but flexibility exists within the provision for these dates to change.

3. Inspection process

One inspector carried out the inspection over one day. Relevant documentation was reviewed and meetings were held with the Director and Quality Assurance Manager. A brief tour of the premises was undertaken. The Provider cooperated fully with all requests for information.

4. Inspection History

| Inspection Type | Date |
|------------------------|-------------|
|------------------------|-------------|

| | |
|-------------------------|-----------------------|
| Stage 2 | 26 March 2010 |
| Stage 3 | 17-18 February 2011 |
| Interim | 18 May 2012 |
| Re-accreditation | 15-16 May 2014 |
| Interim & Supplementary | 6 May 2016 |
| Re-accreditation | 27- 28 September 2018 |

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

There have been no significant changes since the last inspection.

2. Response to actions points in last report

4.2 CRID must ensure that the details regarding the programmes available on CRID's website are up to date.

There is useful information on the website about the focus of the programmes on offer. It is not possible to find dates for the courses on the website as work to complete the website is ongoing.

8.1 CRID must develop effective systems for monitoring and periodically reviewing all aspects of its performance.

The Provider effectively and regularly monitors the financial situation of the company. It does not review other aspects of its performance.

8.2 CRID must compile reports, which present the results of the Provider's reviews and incorporate action plans. They should include a sufficiently detailed and self-critical self-assessment report.

The Provider has completed a self-evaluation document, but this does not provide meaningful detail on strengths and areas for improvement, so resulting in reduced opportunities for improvements to the provision. No other reports are produced.

8.3 CRID must implement and review the action plans developed.

No action plans have been developed, so reducing opportunities for improvement.

11.3 CRID must arrange for observations of teaching and learning to take place.

A lesson observation template is in place, but no observation of teaching and learning has taken place yet.

17.7 CRID must ensure that it develops a policy and a risk assessment to ensure that delegates are protected from the risks associated with radicalisation and extremism.

A detailed and suitable policy and a comprehensive risk assessment have been developed to ensure that delegates are protected from the risks associated with radicalisation and extremism.

19.3 CRID must ensure that it adds a reference to the fact that participants have access to BAC's complaints procedure within its documentation.

CRID has added information about BAC's complaints procedure to its documentation. However, it has been added to documentation relating to courses delivered overseas. These courses are not covered by the BAC accreditation, so the information should not be included, but rather included for programmes in the UK only.

3. Response to recommended areas for improvement in last report

It is recommended that CRID make it clearer in brochures that this accreditation only applies to the provision taught in the UK, and does not apply to most of their business, which is overseas.

This has not been done as yet in the brochures. It is expected that it will be done for the next print run. During the inspection the website was corrected to make this clear. Consequently, the website provides accurate information about what provision is accredited by BAC.

It is recommended that CRID makes available the health and safety information to the very few visitors that are not participants.

A short document on health and safety is available for visitors to support their safety. This is appropriate and effective.

It is recommended that CRID arrange signage outside the premises to indicate that CRID is based in the building.

This has not been done as recently the company has been rebranded. It is waiting for this to be finalised before a small banner is produced to indicate that CRID is based in the building.

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 simple management structure in place is suitable for this small company. The Director leads on all activity. Communications between him and the Administrative Assistant in the office are frequent and effective. They support a clear understanding of requirements and developments in the business.

A wide range of policies have been developed. This includes, for example, equal opportunities, data protection and lone working. These policies are suitably reviewed to ensure their relevance.

4.2 The website is not easy to navigate and is currently under review. It is not possible to download the Programme Information Brochure. Consequently, limited information on courses is available.

The process for enrolling participants on courses is well defined. Discussions take place between the Director and the human resources department of the sponsoring organisation regarding who applies for courses. In this way, suitable participants enrol on courses.

Feedback is gained from participants at the end of the courses. However, not all participants complete the feedback forms, and this reduces the effectiveness of the data. Information gained is collated and discussed to inform improvements. The small amount of feedback seen indicates that participants are satisfied with their experience at the Provider.

8.1 CRID is not sufficiently monitoring all aspects of its performance.

8.2 8.3 The self-evaluation report lacks sufficient detail and fails to identify realistic development points. Action plans have not been developed. No other reports are produced. Opportunities are therefore missed for improving standards in the provision.

4.2 Teaching, Learning and Assessment (spot check)

The standards are judged to be:

Met Partially Met Not Met

Comments

Courses are suitably managed by an experienced Director. The Quality Assurance Manager effectively manages the trainers and any needs they have to ensure the smooth delivery of courses. The training rooms available on the premises are appropriate for the few courses that are delivered in the UK.

Course materials have been designed for all courses by specialists and are of a very high quality. They all follow the same format, to ensure a consistent approach. They are accessible to staff and participants on the online learning platform. This helpfully supports teaching and learning.

Trainers are all freelance, who are contracted for specific courses. Their qualifications and experience enable them to carry out their duties effectively. A lesson observation template is now in place to ensure a standardised approach to the observation of classes.

11.3 Observations of teaching and learning do not take place, so the Director does not have a clear view of the quality of training undertaken.

4.3 Participant Welfare (spot check)

The standards are judged to be:

Met Partially Met Not Met

Comments

Participants receive appropriate advice prior to their stay in the UK. At the start of the course, they receive a helpful induction to support their understanding of their new environment. They are given an out-of-hours telephone number to contact a staff member in case of emergency. In these ways they are well supported.

As the Provider does not have facilities to prepare food, lunch is delivered to the training venue every day. Dietary requirements are requested to inform the appropriate choice of food.

Participants are enrolled on courses under fair and transparent contractual terms and conditions, laid out on the website.

They have access to a suitable complaints procedure, which is indicated in the documentation they receive. In this way, they know what to do if they have a complaint.

19.3 BAC's complaints policy has been added to information for participants attending courses overseas, which do not form part of the BAC accreditation.

4.4 Premises and Facilities (spot check)

The standards are judged to be:

Met Partially Met Not Met

Comments

The premises are spacious and well maintained.

Appropriate signage allows staff and participants to know where to go in the case of an emergency evacuation.

Toilet facilities are appropriate and clean, and the levels of ventilation are suitable.

Training is conducted in one of three rooms, all of which are large and well lit.

Staff can use training rooms that are not in use for the preparation of lessons or to relax and consume food.

Small lockers are available for participants to store possessions such as mobile telephones.

The Director has a large office which can be used for meetings when required.

As a result, a comfortable working and learning environment is provided for staff and participants.

4.5 Compliance Declaration

Declaration of compliance has been signed and dated.

Yes No

PART C – SUMMARY OF STRENGTHS AND ACTION POINTS

STRENGTHS

A knowledgeable Principal to support the business and ensure participant needs are met on a day-to-day basis.

A flexible and personalised service is offered to best meet client needs.

The premises provide a comfortable working and learning environment.

ACTIONS REQUIRED

| | | | |
|--|--|---------------------------------|------------------------------|
| 4.2 Details regarding the programmes available on the website must be up to date and be clear that overseas courses are not accredited by BAC. | <input checked="" type="checkbox"/> High | <input type="checkbox"/> Medium | <input type="checkbox"/> Low |
| 8.1 Effective systems for monitoring and periodically reviewing all aspects of CRID’s performance must be developed and implemented. | <input checked="" type="checkbox"/> High | <input type="checkbox"/> Medium | <input type="checkbox"/> Low |
| 8.2 CRID must compile reports, which present the results of the Provider’s reviews and incorporate action plans. | <input checked="" type="checkbox"/> High | <input type="checkbox"/> Medium | <input type="checkbox"/> Low |
| 8.3 Action plans developed must be reviewed to support continuous improvement. | <input checked="" type="checkbox"/> High | <input type="checkbox"/> Medium | <input type="checkbox"/> Low |
| 11.3 CRID must arrange for observations of teaching and learning to take place. | <input checked="" type="checkbox"/> High | <input type="checkbox"/> Medium | <input type="checkbox"/> Low |
| 19.3 Reference to BAC’s complaints policy must be removed from documentation provided to participants on courses overseas. | <input checked="" 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 information in the brochure makes it clear that BAC accreditation only applies to provision in the UK to provide prospective clients with an accurate understanding of the Provider.

The Provider should consider including signage outside the building to indicate that CRID is based there to enable visitors to find the premises easily.

It is suggested that, as part of the review of the website, access to information on courses is easier to locate.

The Provider should explore ways of increasing the number of participants who complete feedback forms to support the collation of more meaningful data.

COMPLIANCE WITH STATUTORY REQUIREMENTS - FURTHER COMMENTS, IF APPLICABLE