

BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

Short Course Provider (SCP) Candidacy / Stage 2 Inspection

NAME OF PROVIDER: Libra Education

ADDRESS: 126 New King's Road
London
SW6 4LZ
UK

HEAD OF PROVIDER: Mr Oscar Hardy

DATE OF INSPECTION: 10 February 2020

ACCREDITATION STATUS AT INSPECTION:

DECISION ON ACCREDITATION:

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

DATE: 26 March 2020

1. Background to the institution

Libra Education (the Provider) is a privately-owned training organisation offering a wide range of educational consultancy, bespoke tuition and residential summer schools in the United Kingdom (UK) for participants aged from eight to 18 years. BAC accreditation is for the residential summer schools only.

The Provider was established in 2017 and, since then, has provided specialist tuition and mentoring to participants under the age of 18. Its head office is based in a shared office complex in west London.

The Provider aims to provide exceptional education in the form of advice, tuition and mentoring to participants from across the world.

There are two company directors. These are the Executive Director, who is involved in strategic oversight and planning and the Chief Executive Officer (CEO) who is responsible for the day-to-day management of the business. The CEO is supported in his role by a Senior Consultant and they form the senior management team. The senior management team is supported by two full-time administrative staff members, who are Education Consultants. Course directors and class assistants will be recruited prior to the summer school start date.

2. Brief description of the current provision

The Provider offers a two-week residential English language and cultural junior school for participants aged eight to 13 years and a two-week subject specific senior school course for participants aged 14 to 18 years. Each two-week summer school will include a first week based at the London School of Economics (LSE) and a second week at the Fitzwilliam College campus of the University of Cambridge.

Both the junior and senior schools aim to develop the participants' study and communication skills through supported workshops and seminars. The junior school curriculum focuses on English language skills and includes lessons in English language, cultural visits, individual study skills and team working. The senior school has a focus on academic subject specific themes, including sciences, mathematics and geography.

There are seven confirmed bookings on the residential summer school planned for August 2020. Each two-week summer school has a maximum capacity of 100 participants, all of whom will be under the age of 18.

Parents can register their children at any point in the year for the schools through an online application portal. Prior to acceptance, all applicants have to complete an online English skills level test. Participants attending the senior school have to show that they have English language skills at level B2 on the Common European Framework of Reference (CEFR) or 5.5 on the International English Language Testing System (IELTS). This is to ensure they are meet the language demands of their subject specific classes.

3. Inspection process

The inspection was conducted over one day by one inspector. The inspector held meetings with the CEO and other senior staff at the company's head office. Documentation and various electronic records were scrutinised. The staff co-operated well with the inspection process and made available all the relevant information.

PART B - JUDGMENT AND EVIDENCE

The following judgments and comments are based upon evidence seen by the inspector(s) during the inspection and from documentation provided by the organisation.

INSPECTION AREA - MANAGEMENT, STAFFING AND ADMINISTRATION

1. The provider is effectively managed

1.1	The management structure is clearly defined, documented and understood, including the role and extent of authority of any owners, trustees or governing body.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
1.2	The head of the provider and other senior managers are suitably qualified and experienced, understand their specific responsibilities and are effective in carrying them out.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
1.3	There are clear channels of communication between the management and staff including those working at the delivery venue or remotely.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
1.4	The provider has a written statement of its mission and goals that effectively guides its activities, is communicated to all stakeholders and is effectively implemented and regularly reviewed.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
1.5	The provider has a written risk management strategy, which includes financial planning and is effectively implemented and regularly reviewed.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

This standard is judged to be:

Met Partially Met Not Met

Comments

There is an appropriate management structure which has clear lines of responsibility and accountability. It is supported by detailed job descriptions that include the required skills and competencies to carry out the roles effectively.

The CEO is highly qualified and experienced in business management and has a good background in the private education and higher education sectors. Senior managers are well qualified and experienced in teaching at various levels of education, including primary, secondary and higher education as well as being qualified English as a Foreign Language (EFL) tutors.

There is an electronic information system that is well-managed and effectively supports communication between the managers and the rest of the staff. The system enables prompt information sharing and report generation. It is accessible through secure access from any computer or mobile device.

The Provider's mission and goals are published on the website and are well communicated to both staff and participants so that all are clear about the range and scope of the education on offer.

The Provider's risk management strategy is well developed and enables the directors to exercise effective oversight. It effectively underpins the management and strategic direction of the business.

2. The administration of the provider is effective

2.1	Administrators are suitably qualified and/or experienced, understand their specific responsibilities and duties and are effective in carrying them out.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
2.2	The size of the administrative team is sufficient to ensure the effective day-to-day running of the provider.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
2.3	The administrative support available to the management is clearly defined, documented and understood.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
2.4	Administrative policies, procedures and systems are up-to-date, thorough, well-documented and effectively disseminated across the provider.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

2.5	Data collection and collation systems are effective in supporting the administration of the provider.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
2.6	Participants' and trainers' personal records are sufficiently detailed and regularly updated.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
2.7	The provider has a robust security system with policies in place for protecting the data of its participants and trainers.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

This standard is judged to be:

Met Partially Met Not Met

Comments

There are currently two full-time qualified administrators who successfully support managers to undertake their roles effectively.

The administrative functions are detailed in job descriptions and are regularly monitored for effectiveness. This is supported by process maps for key tasks that outline the actions required. These include references to relevant organisational policies as well as providing a clear overview of the process and the expected outcomes. As a result, the administration is well organised to ensure all actions are undertaken promptly.

Policies are available to staff on the online information system and are reviewed by the Directors regularly for relevance and to ensure they are effective. The separate staff handbooks for head office staff, residential staff and teachers contain all relevant policies and procedures.

Data collection and collation systems are effective in supporting the administration of the provider. The electronic information system provides a range of information on administrative functions and processes and provides managers with good levels of information to help them respond promptly and effectively to any issues that arise.

Participants' and tutors' personal records are sufficiently detailed and regularly updated. There is a central register that contains relevant information for all permanent staff. As tutors are recruited, their information will be added to this system.

There are highly controlled systems and safeguards to ensure effective data protection.

3. The provider recruits appropriate staff

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

This standard is judged to be:

Met Partially Met Not Met

Comments

The staff recruitment policy is comprehensive and is supported by a highly effective online staff application process. Once completed, the applications are reviewed by senior managers and invitations to interviews are sent. All necessary pre-employment checks are undertaken and details are recorded on a single central register. Copies of pre-employment documentation are taken from the originals and maintained electronically.

All prospective tutors are interviewed by the senior managers prior to acceptance. There are established interview criteria to ensure that the process is fair and transparent.

Managers and administrators take part in supportive monthly performance and development meetings. These meetings provide staff with the opportunity to reflect on their performance, strengths, areas for development and progress against their objectives. This process results in specific and measurable targets that are reviewed at the next month's meeting. The tutors' course delivery is observed by the CEO and the Senior Consultant with a focus on quality assurance and improvement planning.

To support staff development and encourage the commitment of staff to the success of the organisation, managers and administrators attend off-site quarterly meetings. These meetings are designed to provide the staff with the opportunity to reflect and discuss support requirements and agree improvement targets.

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

4.1	Text and images provide an accurate depiction of the provider's location, premises, facilities and the range and nature of resources and services offered.	<input 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
4.3	The provider's key policies are accessible through the website.	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

This standard is judged to be:

Met Partially Met Not Met

Comments

The current website is being updated and will be replaced at the end of February.

The current site provides an accurate representation of the Provider's facilities, resources and services.

The website includes course prospectuses for the two summer schools that can be downloaded. These provide comprehensive and up-to-date information on the provision.

4.3 The Provider's key policies are not currently accessible on the website but are planned for the new website.

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

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

This standard is judged to be:

Met Partially Met Not Met

Comments

There is an effective online application process that ensures that the course on which participants are registered meets their expectations and needs and that they meet the entry requirements. Information about the online application process is available in both English and Mandarin Chinese. The process includes an English language test to confirm the level of language skills so that participants are placed at the best level to enable effective language consolidation, whilst improving vocabulary and speaking and listening skills. Applications are also reviewed by senior managers to ensure that participants are enrolled on the appropriate course to meet their individual needs.

In addition, the prospective participants' parents are required to list three subject areas of interest so that this information can be used to plan the learning programmes.

The senior school courses are for participants who have achieved the required English language competency level. Participants who are below this level are enrolled on an English language and culture course at their current skills level.

The website contains comprehensive information on the range and scope of the summer schools and subjects on offer. Parents are able to contact the Provider at any point in the application process to request additional information, seek advice or guidance. All requests for information are responded to promptly by the CEO and the Senior Consultant.

There are comprehensive and transparent terms and conditions for overseas recruitment agents. These provide a strong framework for ensuring the agents' responsibilities are understood and include details of how they will be appropriately managed and monitored by the Provider.

Information about participants' additional support needs is ascertained as part of the application process so that appropriate adjustments can be made.

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

6.1	There is a clear policy on participant attendance and punctuality, which is communicated to all participants and other stakeholders.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
6.2	Accurate and secure records of attendance and punctuality at each session are kept for all participants, collated centrally and regularly reviewed.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No <input type="checkbox"/> NA
6.3	Participant absences are followed up promptly and appropriate action is taken.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No <input type="checkbox"/> NA

This standard is judged to be:

Met Partially Met Not Met

Comments

There is a transparent attendance and punctuality policy that is included in the staff handbooks and the importance of good attendance and punctuality is stated in the Student Rules Book and reinforced during participant induction.

Attendance monitoring is managed by tutors or class assistants and results in both paper-based and electronic records. These records will be analysed regularly by the course directors and the appropriate action will be undertaken in line with the attendance policy.

The class assistants will be responsible for identifying and managing any participant absence in the classes or activities and information will be relayed by them to the designated welfare staff member for action as necessary.

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

7.1	There are effective systems for monitoring and periodically reviewing all aspects of the provider's performance.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
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7.2	The provider has effective mechanisms for obtaining feedback from participants and other relevant stakeholders, such as staff, partners and employers, on all aspects of the provider's provision, including formal participant representation where appropriate.	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
7.3	Feedback is obtained, recorded and analysed on a regular basis.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
7.4	The feedback is reviewed by management and appropriate action is taken.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
7.5	There is a mechanism for reporting to the participants what the provider has done in response to their feedback.	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
7.6	Reports are compiled at least annually, which include the results of the provider's performance reviews, an analysis of appropriate data, including participant feedback, and action plans.	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
7.7	Action plans are implemented and regularly reviewed with outcomes reported to management.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

This standard is judged to be:

Met Partially Met Not Met

Comments

There are effective systems for monitoring and reviewing the Provider's standards and performance. Systems for self-assessment are thorough and enable the management team to have a clear overview of the Provider's progress and areas for development.

The systems include regular off-site meetings of managers and administrators. These meetings are designed to provide the staff with the opportunity to reflect and review the Provider's progress against the organisational objectives and agree improvement targets. This process contributes to accurate self-assessment and results in effective quality improvement planning including the setting of realistic and measurable actions and objectives.

In addition, the mechanisms to collect and collate feedback from staff, partners and agents are robust and will be used well to inform self-assessment and improvement planning. The feedback obtained is recorded and analysed on a regular basis.

7.2 The mechanisms for collecting feedback from participants are not yet in place.

7.5 There is currently no plan for reporting changes to participants in response to their feedback.

7.6 There are no systems in place to compile regular reports which include the results of the provider's performance reviews and an analysis of appropriate data.

The processes for monitoring progress against targets result in well-managed improvement action planning. This information is accurately reflected in the Provider's self-assessment.

INSPECTION AREA - PARTICIPANT WELFARE

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

16.1	There is at least one named staff member responsible for participant welfare who is suitably trained and/or experienced, accessible to all participants and available to provide advice.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
16.2	Participants receive appropriate information, advice and guidance before the start of the course.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
16.3	Participants receive an appropriate induction and relevant information at the start of the programme.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
16.4	Participants are issued with a contact number for out-of-hours and emergency support.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No <input type="checkbox"/> NA

16.5	The provider has policies to avoid discrimination and a procedure for dealing with an abusive behaviour, including cyberbullying, and these are effectively implemented.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
16.6	Effective safeguarding arrangements are in place for participants under the age of 18 and vulnerable adults, which are regularly reviewed.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No <input type="checkbox"/> NA
16.7	A suitable policy and effective arrangements are in place to protect participants from the risks associated with radicalisation and extremism.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
16.8	There is an e-policy in place that references any existing staff and participant codes of conduct and covers participants' on-site use of social media and devices such as mobile telephones, tablets and cameras.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No <input type="checkbox"/> NA
16.9	The provider collects contact details for participants and their next of kin and appropriate staff can access the information quickly and easily, in and out of normal operating hours.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

This standard is judged to be:

Met Partially Met Not Met

Comments

One of the suitably experienced class assistants will be designated to undertake the welfare liaison role with the aim of managing initial concerns and escalating issues to an appropriate manager for investigation and resolution. This aspect is incorporated in their job description.

Appropriate information on the structure and delivery of the courses will be sent to participants in advance of their travel to the UK.

The planned participant induction is thorough. It includes information on how to keep safe as well as information on how to get help or support at any time. Participants will be given tours of both venues to aid familiarisation and to reinforce the health and safety requirements. Out-of-hours and emergency contact information will be provided to each participant as part of their induction.

Appropriate standards of behaviour are detailed in the Provider's policies and the Student Rules handbook. This handbook includes reference to bullying, cyberbullying, harassment and strategies for participants to manage any concerns or worries. The induction for staff includes their role in the effective monitoring, identifying and controlling unacceptable behaviour.

The arrangements to monitor and manage all aspects of safeguarding young people are comprehensive with a detailed policy, risk assessments, clarity over roles and responsibilities and information about how the Provider identifies and responds to issues or concerns. Senior Managers have a good understanding of this aspect and there are systems in place to monitor and manage any concerns.

One of the senior managers is the designated safeguarding lead and has been trained to an appropriate level. Other managers have undertaken online training and all staff, prior to undertaking their roles, will complete online training in safeguarding. The details of the training undertaken are recorded in a single central register.

There is an appropriate policy for managing and responding to any concerns regarding radicalisation and extremism. The policy is supported by a thorough risk assessment that includes identification of actions and support required to mitigate and manage risks. Managers have undertaken appropriate online training and all staff recruited for the summer schools will receive training as part of their induction process. The staff handbooks provide a comprehensive range of information and guidance on this aspect.

The arrangements for collecting, managing and storing contact details for participants are appropriate. The data is stored on a secure online database. Paper records will be held securely at each delivery venue.

17. International participants are provided with specific advice and assistance

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

This standard is judged to be:

Met Partially Met Not Met NA

Comments

As part of the contract with the overseas agents, it is their responsibility to ensure that parents are given all travel and transfer information in advance of travelling. The Provider ensures that parents have access to comprehensive information about the content of the summer schools. Any additional questions or queries are responded to promptly.

The induction on arrival is comprehensive and includes sufficient information about areas such as where to go for support, UK culture and what to expect in each of the two local areas where the courses are run. There is also a well-considered and supportive guide on study expectations and rules of behaviour.

Many different languages are spoken by managers and staff and there is good support available to international participants provided in their first language.

There are clear guidelines covering various cultural and religious considerations. These are also included in the staff and participant handbooks.

18. The fair treatment of participants is ensured

18.1	Participants apply for and are enrolled on courses under fair and transparent contractual terms and conditions, which include appropriate refund arrangements and a cooling-off period	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
18.2	Participants have access to a fair complaints procedure of which they are informed in writing at the start of the course.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
18.3	Participants are advised of BAC's complaints procedure.	<input type="checkbox"/> Yes	<input type="checkbox"/> No <input checked="" type="checkbox"/> NA

This standard is judged to be:

Met Partially Met Not Met

Comments

Parents apply for courses under fair and transparent terms and conditions. The terms and conditions are explicit and provide clarity regarding refunds and cancellations.

There is a clear written complaints policy. This is sent to parents in advance and given to participants as part of their induction.

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

19.1	Any residential accommodation is clean, safe and of a standard which is adequate to meet the needs of participants.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
19.2	Any residential accommodation, where participants under 18 are accommodated, is open to inspection by the appropriate authorities, including Ofsted.	<input type="checkbox"/> Yes	<input type="checkbox"/> No <input type="checkbox"/> NA
19.3	Clear rules regarding fire safety and other health and safety procedures are in place and appropriate precautions are taken for the security of participants and their property.	<input type="checkbox"/> Yes	<input type="checkbox"/> No

19.4	A level of supervision is provided which meets the needs of participants.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
19.5	Appropriate measures are in place to ensure that participants under the age of 18 and those over the age of 18 are separated when allocating accommodation.	<input type="checkbox"/> Yes	<input type="checkbox"/> No <input type="checkbox"/> NA

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

Comments

This standard will be judged as part of the Stage 3 inspection.

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

20.1	Due care is taken in selecting home-stay accommodation which both provides a safe and comfortable living environment for participants and is appropriately located for travel to the provider and back.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
20.2	Any home-stay accommodation is inspected before participants are placed and is subject to regular re-inspection by a responsible representative or agent of the provider.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
20.3	The provider has appropriate contracts in place with any hosts, clearly setting out the rules, terms and conditions of the provision.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
20.4	Appropriate advice and support is given to both hosts and participants before and during the placement.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
20.5	Clear monitoring procedures are in place with opportunities for participant feedback and prompt action taken in the event of problems.	<input type="checkbox"/> Yes	<input type="checkbox"/> No

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

Comments

21. Participants have access to an appropriate social programme and information on leisure activities in the local area

21.1	Participants are provided with appropriate information on opportunities for participation at events and other leisure activities which may be of interest.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
21.2	The social programme is responsive to the needs and wishes of participants.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No <input type="checkbox"/> NA
21.3	Any activities within the social programme have been chosen with consideration for their affordability for the majority of participants.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No <input type="checkbox"/> NA
21.4	The activities organised by the provider are effectively supervised by a responsible adult representative with suitable qualifications and/or experience.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No <input type="checkbox"/> NA
21.5	Off-site social activities are subject to an appropriate risk assessment and suitable safeguards are put in place as a result.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No <input type="checkbox"/> NA

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

Comments

Cultural development is a key element of the summer school and there is a wide range of activities and visits planned to support this aspect. Social activities include visits to London landmarks, visits to museums and galleries, dining in prestigious dining halls and undertaking teambuilding games and activities.

The social programme has been designed to stimulate interest in UK culture and to respond to participants' wishes to experience an authentic academic experience. All visits, activities and experiences are included in the cost of the course.

The Provider maintains a good focus on the safety and wellbeing of participants and job descriptions are clear that all staff must have appropriate experience. Appropriate adult to child ratios have been set for classes and activities to ensure that good levels of supervision are available to keep the participants safe.

Risk assessments are in place for all external activities and visits. The risk assessments are detailed and demonstrate a good understanding of the range of risks and resulting actions to be undertaken to resolve any problems. The Provider has created risk assessments that highlight the Provider's understanding of the risks associated with children.

INSPECTION AREA – PREMISES AND FACILITIES

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

- | | | | |
|------|--|---|---|
| 22.1 | The provider has formal arrangements in place that mean it has possession of and/or access to suitable premises. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| 22.2 | The provider has access to suitable external premises of a temporary or occasional nature for training purposes. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No <input type="checkbox"/> NA |

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

Comments

The Provider has appropriate formal arrangements in place to ensure it has access to suitable premises. The head office is leased on an annual contract basis and additional working spaces can be hired on demand.

The summer schools take place in leased premises in London and Cambridge. There are appropriate contracts in place. Both training venues can provide additional residential accommodation or classrooms on request.

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

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

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

Comments

The head office is based in serviced offices in a designated office and meeting venue. Access to the venue is very well controlled by a keypad that is operated by the main reception staff and visitors sign in by means of a digital visitor management system. Entry to the Provider's area of the building is through a monitored and controlled entry system.

The premises are well maintained and there is an excellent standard of decor and cleanliness.

Shared areas have clear and prominent evacuation and safety information in corridors and in common kitchen areas in the building.

23.4 However, there is no information in the Provider's office on health and safety or evacuation procedures.

Toilet facilities and heating and ventilation are good. As a result, the premises provide a suitable working environment for the staff.

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

24.1	Training rooms and other learning areas provide adequate accommodation for the teaching/training sessions allocated to them.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
24.2	Training rooms and any specialised learning areas, for example, laboratories, workshops and studios, are equipped to a level which allows for the effective delivery of each course.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
24.3	There are facilities suitable for conducting the assessments required for each course.	<input type="checkbox"/> Yes	<input type="checkbox"/> No <input type="checkbox"/> NA

This standard is judged to be:

Met Partially Met Not Met

Comments

The training premises will be reviewed at the Stage 3 inspection.

25. There are appropriate additional facilities for participants and staff

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

This standard is judged to be:

Met Partially Met Not Met

Comments

The course delivery premises will be inspected as part of the Stage 3 inspection.

The administrative offices are based in a serviced office complex in a busy area with local shops and cafes. The complex includes a central reception area for informal meetings as well as offering a large cafe that provides a comfortable area for socialising and relaxing. In the offices occupied by the Provider, there is a designated kitchen facility that is shared with other businesses with good quality beverage making equipment and provides basic kitchen facilities. This area has a designated meal preparation and eating space with cafe style furniture to enable staff to take breaks away from their desks.

The Provider currently leases a mid-sized office with sufficient desks for the administrators and managers and there are also spare desks available for visitors of staff to work in comfort. The complex has a range of additional rooms of differing sizes that can be booked in advance to support staff meetings or quiet working areas although the largest staff meetings will be hosted at the delivery site for the summer schools. The reception area is large enough to provide additional informal meetings or working space at any time.

The administrative office is a good size for six staff at any time to work in comfort. Staff are also able to work from home on request. The office is well-resourced with IT equipment and a good range of teaching and learning resources supporting staff to undertake their roles efficiently.

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

Well qualified managers and administrators.

Excellent communication is facilitated by an effective information system.

Actions Required	Priority H/M/L
4.3 The Provider must ensure that the key policies are accessible on the website.	<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low
7.2 The Provider must put in place effective mechanisms to obtain feedback from participants.	<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low
7.5 There must be a mechanism for reporting to the participants what the Provider has done in response to their feedback.	<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low
7.6 The Provider must ensure reports are compiled at least annually which include the results of the Provider performance reviews, an analysis of appropriate data including participant feedback and action plans.	<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low

PARTICIPANT WELFARE

Provider's Strengths

The safeguarding policy provides clear guidance on staff responsibilities.

There are well organised systems set out in staff and participant handbooks to manage participant welfare effectively.

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

PREMISES AND FACILITIES

Provider's Strengths

Well-chosen venues for the summer schools will provide safe and inspiring learning environments for the participants.

Actions Required	Priority H/M/L
23.4 Evacuation instructions and health and safety information specific to the Provider must be displayed in the office for the benefit of the staff.	<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low

RECOMMENDED AREAS FOR IMPROVEMENT

To be reviewed at the next inspection

None

COMPLIANCE WITH STATUTORY REQUIREMENTS

It is recommended that a sufficient number of summer school staff are trained in first aid, including class assistants who undertake offsite activities and visits.

