

BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

INTERIM INSPECTION (Short Course Provider)

PROVIDER:	London Training Centre
ADDRESS:	Business Development Centre 7-15 Greatorex Street London E1 5NF
HEAD OF PROVIDER:	Mr Abdul Hoque Habib
ACCREDITATION STATUS:	Accredited
DATE OF INSPECTION:	4 December 2019
ACCREDITATION COMMITTEE DECISION AND DATE:	Continued accreditation 26 March 2020

PART A – INTRODUCTION

1. Background to the provider

London Training Centre (LTC/the Provider) was established in 2000 by its current sole owner, who is also the Managing Director and Overall Quality Assurance Manager. He is supported by a Business Development Manager, who also has an administrative role, and a Senior Customer Service Advisor. LTC was registered as a limited company in 2011 and specialises in delivering training courses primarily covering areas connected with food safety and health and safety.

The aim of LTC is to provide a range of good quality, comprehensive and cost-effective courses, primarily in response to training requests made by some of London's local authorities. It also provides training for housing associations, community colleges, hotels, local businesses and community organisations.

LTC's offices and main training facilities are based in the Business Development Centre (BDC) which is located in East London, between Whitechapel and Aldgate East underground stations. The Provider also maintains a secure testing centre for the online Construction Skills Certification Scheme (CSCS) test at the nearby Montefiore Centre (MC). LTC also has access to external training facilities for example in the Docklands area of London, should all the training rooms at the BDC be booked by another organisation.

Since the last inspection, LTC has added a new qualification course to its provision. This is the Security Industry Association (SIA) Level 2 Award in Door Supervision which is accredited by Highfield Awarding Body for Compliance (HABC).

2. Brief description of the current provision

LTC offers a wide range of accredited courses covering areas such as health and safety, food safety, working as a door supervisor within the private security industry, safeguarding and education and training. These include a Level 1 Award in Health and Safety in a Construction Environment, awards in health and safety at Levels 2 and 3, a Level 2 award in Fire Safety, awards in Food Safety in Catering at Levels 2 and 3 and Managing Food Safety in Catering at Level 4 and various first aid courses, including Paediatric First Aid, at Level 3. Other health and safety courses offered include manual handling, risk assessment and Control of Substances Hazardous to Health (COSHH). LTC also offers courses in Hazard Analysis and Critical Control Points (HACCP) as well as a Level 2 Award in Healthier Food and Special Diets.

Other areas covered by the provision include conflict resolution and personal safety as well as courses designed for those who authorise the sale of alcohol or manage or supervise premises where alcohol is sold.

Most of the qualifications are awarded by the Qualifications Network UK (QNUK). Other awarding bodies are Highfield Awarding Body for Compliance (HABC) and Trinity College London (TCL).

The courses are normally between one and five days in length.

LTC is also a listed training provider for Trinity College London (TCL) and delivers preparation courses for the A2 and B1 Secure English Language Test (SELT) examinations for those wishing to apply for further leave to remain or indefinite leave to remain or British citizenship. These examinations are approved by the United Kingdom Visa and Immigration (UKVI) division of the Home Office. LTC also offers training for the Life in the United Kingdom (UK) 2019 test which is mandatory for anyone applying for indefinite leave to remain or British citizenship. These courses are preparation courses and, when participants are ready, they sit the tests at regulated examination centres in Holborn, Croydon or Hammersmith.

In addition, LTC currently offers online Continuing Professional Development (CPD) courses, which are accredited by Psittacus Systems. Participants are able to log in online and complete an end-of-course test. The

online courses cover areas such as Allergen Awareness, Basic Life Support, Conflict Resolution, First Aid, Fire Warden and Fire Marshal training, Food Safety in Catering, Nutrition Awareness, Safeguarding Children and Safeguarding Vulnerable Adults.

LTC also offers training on-site at an employer's premises if required. These courses may include tailor-made courses designed for an organisation's individual requirements regarding food safety and health and safety.

The majority of participants on LTC's courses are British. A minority of participants are originally from Bangladeshi, Indian, Pakistani, African and Eastern European and all are resident in the UK. At the time of the inspection, 14 participants were enrolled on courses. The majority were male and all were over the age of 18 and resident in the UK. Three were enrolled on the Life in the UK course and 11 were enrolled on the Award in Health and Safety in the Construction Environment. At the time of the inspection, no courses were being run at the BDC.

3. Inspection process

The inspection was carried out by one inspector over one day. Meetings were held with the Managing Director, the Business Development Manager and the Senior Customer Service Adviser. The inspector also talked to two of the enrolled students and two trainers by telephone. A tour of the premises was carried out and various documentation and electronic administration systems were scrutinised. The Provider's staff cooperated very well with the whole inspection process.

4. Inspection History

Inspection Type	Date
Full Accreditation	20 & 27 March 2018
End of Probation Review	26 November 2018

PART B – JUDGEMENTS 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

LTC has started offering a Security Industry Association (SIA) Level 2 Award in Door Supervision. This is awarded by the Highfield Awarding Body for Compliance (HABC).

Two new administrative staff have been recruited since the last inspection.

2. Response to actions points in last report

There were no action points in the last report.

3. Response to recommended areas for improvement in last report

It is recommended that the Trainer Evaluation Form be renamed the Trainer Observation Form to accurately reflect the form's function.

The Trainer Evaluation Form has been renamed the Trainer Observation Form.

It is recommended that observations of trainers should be completed by a qualified, experienced trainer who can clearly identify all the strengths and areas for development in a trainer's teaching practice.

Classroom observations are carried out by a suitably qualified and experienced trainer so that appropriate strengths and areas for development are identified.

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 Provider is very effectively managed. The structure of the Provider is clearly defined and well understood by all staff. It is set out in a clear organisational chart that also includes the main responsibilities of the individual staff members. Although staff have individual responsibilities, they provide cover for each other. As a result, they work very well as a team to ensure the smooth running of the organisation and to meet the needs and goals of the participants to gain employment and to increase their confidence and skills.

The Managing Director is very well experienced in running a training operation and has appropriate qualifications, including a training qualification. He has a clear vision for the future direction of the business and is aware of the risks that may impact on its future growth. The Provider's written strategy is informed through research, attendance at business development events and links with the local community. It is discussed in meetings with the staff so that they are aware of the priorities and can contribute to the strategy

There are clear channels of communication between the staff, including e-mail, regular staff meetings, both formal and informal, and through a course planning board on the wall of the office. As a result, the staff work well to ensure the smooth running of the Provider. The key meeting outcomes are clearly recorded. This is not done for the strategy discussion meetings to provide an audit trail to support the strategic

decisions that are made and previous actions from meetings are not always specifically discussed to ensure effective follow-up of all the actions.

The staff confirm that the communication is effective and that regular staff meetings take place to ensure that everyone is well informed about any new initiatives and the current business priorities. Inspection findings confirm this view.

There is an effective appraisal system for regularly reviewing the performance of the staff. There is a suitable policy and procedure and the appraisal outcomes are recorded. Staff performance is judged against a good set of relevant performance criteria and the resulting documentation includes an agreed improvement action plan. The action plan would benefit from more specific and measurable action points and timescales for completion.

The Provider has effective mechanisms to review its performance with a view to implementing continuous improvement. Appropriate implementation of the internal quality assurance policies and procedures, including a standardisation strategy for sampling assessment marking, ensures the high quality of the qualification and assessment delivery to meet the awarding bodies' requirements. Feedback on the courses is obtained from the participants at the end of the course. Employers are also contacted so that they can provide useful feedback on the bespoke courses. The feedback is reviewed and discussed, as necessary, with the trainer and the administration staff so that any improvements can be made.

An annual report is produced. It includes a review of general progress made, for example regarding new initiatives for the introduction of new qualification programmes and the levels of demand for the courses offered. It also includes a review of specific clients and annual average customer satisfaction scores to aid business and improvement planning. The report includes a focused and useful action plan. The action plan would benefit from more detailed specific and measurable action points and timescales for completion as well as an analysis of available data regarding examination success rates for participants on its courses.

4.2 Teaching, Learning and Assessment (spot check)

The standards are judged to be:

Met

Partially Met

Not Met

Comments

The programmes are well managed and delivered in line with the awarding bodies' requirements. The content is designed in-house with input from the appropriate specialised trainers to ensure that it is relevant. Materials are supplied by the awarding bodies and supplemented by additional in-house produced materials as required. The participants said that the courses they had attended were well structured and that they had enjoyed them. They had boosted their self-confidence to look for employment.

The trainers are suitably qualified and experienced. The trainer recruitment process is robust to ensure that the trainers are appropriate for the courses that they will deliver. The process includes an interview, checks on qualifications, including teaching qualifications, and references. In addition, depending on the new trainers' previous training experience, they are either observed delivering a session or they observe another trainer delivering a session.

There is an effective system for regularly reviewing the performance of the trainers. This involves classroom observations and the provision of feedback to agree any areas for development. The observations are recorded so that appropriate follow up can be made. The trainers confirmed that they had been observed and received useful feedback on their performance as a result.

The trainers are encouraged to maintain their knowledge and skills up to date. The provider informs them of any updates provided by the awarding bodies and the trainers are able to take advantage of discounts to

attend the provider's courses. The trainers feel that they are very well supported by the Provider's staff. This was confirmed as part of the inspection findings.

The trainers are provided with useful information about the participants' backgrounds, including information from a pre-course questionnaire, so that they can tailor their delivery and approach to meet the participants' needs. Any learning difficulties are identified so that any necessary reasonable adjustments are made. The trainers confirmed that the Provider has a strong ethos and commitment to providing high levels of support to help participants to be successful in their assessments. Inspection findings confirm this view. The participants said that the trainers were very interactive, friendly and approachable and asked good questions to check understanding. As a result, everyone was involved and engaged during the course.

4.3 Participant Welfare (spot check)

The standards are judged to be:

Met Partially Met Not Met

Comments

Participants receive appropriate pastoral support to meet their needs. All the staff, including the trainers, provide personal support to the participants. The trainers ask participants about any issues as part of the group discussions or in one-to-one meetings so that appropriate advice and guidance are provided. If necessary, issues will be escalated to the Managing Director or to external agencies if required.

Prospective participants receive good information to enable them to make informed choices about the suitability of a course. This is done via e-mails, telephone calls, face-to-face meetings and the website. Before they book on a course, participants receive full details so that they know what to expect. The information includes a course timetable, a fact sheet about the course and the details of the awarding body and level of the qualification and any entry requirements. The participants confirmed that they received sufficient information about their courses so that they knew they would meet their needs.

The provider has good policies and procedures in place to avoid discrimination, including a clear and well drafted equality and diversity policy. The fair treatment of the participants is ensured through a clear refund policy that is communicated to the participants by e-mail and an appropriate complaints procedure that includes reference to BAC's complaints procedure.

The Managing Director has a good knowledge of how to prevent radicalisation and extremism and has passed this information to the staff to raise their awareness of the risks. A detailed policy is in place that includes clear information about how the Provider will monitor and manage the risks in order to mitigate any possible adverse effects. However, no specific risk assessment has been carried out and the staff have not been formally trained.

4.4 Premises and Facilities (spot check)

The standards are judged to be:

Met Partially Met Not Met

Comments

The Provider's premises are fit for purpose. They are well maintained and decorated and access is protected through closed-circuit television. The premises are in a good location for transport links and accessible to the participants, including those with disabilities. There are also many local outlets where food and drink can be bought and consumed.

Appropriate guidance on health and safety is made available to visitors, staff and participants. There is good information provided for visitors through various signage and through a notice in the main office. Staff and participants are informed about health and safety and what to do in the case of an emergency

during their induction. At the start of the classroom session, the trainer covers housekeeping matters. These include information about the location of the fire exits and the assembly point.

Toilet facilities are clean and include a disabled toilet.

The training room is spacious and provides a good meeting and training space. The office space is adequate and well equipped and there is a good outside space for the use of 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

All the staff demonstrate a good commitment to providing high quality courses that meet the needs and objectives of the participants very well.

The provision is underpinned by a good range of appropriate and well thought out policies and procedures to ensure the smooth running of the Provider.

There are appropriate quality assurance processes in place that are well documented and meet the various awarding bodies' requirements.

ACTIONS REQUIRED

The Provider must expand the current mechanisms in place to prevent radicalisation and extremism to include a risk assessment and formal staff training.

High Medium Low

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

Staff meetings to discuss the Provider's strategy should be recorded and include a record of progress against any previous actions to ensure appropriate follow up.

The Provider is recommended to include specific measurable action points and timescales for completion in the staff performance appraisal action plan.

The annual report action plan should include more detailed and measurable action points and timescales for completion as well as an analysis of available data regarding examination success rates for participants on its courses.

COMPLIANCE WITH STATUTORY REQUIREMENTS - FURTHER COMMENTS, IF APPLICABLE

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