

BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

INTERIM INSPECTION (Short Course Provider)

PROVIDER: GTC Training Consulting Group

ADDRESS: Riverbank House
1 Putney Bridge Approach
London
SW6 3BQ

HEAD OF PROVIDER: Mr Idy Ekong

ACCREDITATION STATUS: Accredited

DATE OF INSPECTION: 3 February 2020

ACCREDITATION COMMITTEE DECISION AND DATE: Continued accreditation, 21 May 2020

PART A – INTRODUCTION

1. Background to the provider

Global Training Consulting Group (GTC/the Provider) is a privately owned organisation delivering a range of short courses in business, management, logistics and procurement and energy aimed at public- and private-sector organisations. GTC has been a private limited company since 2013 and began delivering training courses in 2016.

The Provider's main office is located in premises within the Riverbank and Fulham Green building at the Clarendon Business Centre, in south-west London. The main office occupies the seventh floor of the Riverbank building. The Provider also has access to the third-floor boardroom of the Fulham Green building for staff meetings and associated activities. Courses are delivered at hired training venues in London, the United States of America and the United Arab Emirates. However, the BAC only accredits the provision in the United Kingdom (UK).

GTC's mission is to deliver management solutions to developing countries and emerging economies, combining international and local experience to help organisations meet global standards. It aims to support participants to develop key management skills by providing high-quality training from experienced professionals to give them the skills required by their country and for fieldwork.

The sole Director is supported by a Faculty and Operations Director, an Associate Director/Finance Manager, an Operations Manager and an Operations Assistant. Sales and marketing services are outsourced to UK and international agents.

2. Brief description of the current provision

GTC offers a wide range of short courses from a portfolio of three specific categories. Technical categories comprise courses in Oil and Gas, Power and Electricity, and Renewable and Non-Renewable Energy. Specialist categories comprise various field trips. Management categories comprise courses in Cyber Security, Finance and Public-Private Partnership, Human Resources, Intelligence, Security and Terrorism, Leadership and Management, Public Relations, Media and Marketing, Procurement and Supply Chain Management, Project Management and Public Governance, Compliance and Transparency.

Courses are part time and delivered face to face, with participants attending between one and five days a week. The majority of courses are customised to the specific requirements of a particular group. The number of courses varies during the calendar year. Completion of courses leads to the award of a certificate of completion.

There were no courses running at the time of the inspection. Typically, international participants from Africa comprise the majority of participants on UK courses. Participants range from junior managers, senior managers, politicians, ministers, vice-presidents and board members. The participants represent a wide range of industry sectors. All participants are over 18 years of age. The majority of participants are male.

Courses take place throughout the year, with start times set out clearly in a training calendar. All participants are required to have at least five years' experience within their job role. All participants are given a pre-course questionnaire to determine their experience and expectations.

3. Inspection process

The inspection took place with one inspector over one day at the UK site. The inspector met with the Managing Director, the Faculty Director and the Operations Manager. A wide range of documents was scrutinised. The Provider cooperated fully with the inspection and all relevant information was readily made available on request.

4. Inspection history

Inspection type	Date
Full Accreditation	21–22 October 2009
Interim	16 March 2011
Re-accreditation	25–26 March 2014
Interim	4 April 2016
Re-accreditation	26 & 28 March 2018

PART B – JUDGEMENTS AND EVIDENCE

The following judgements 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

The Provider has created a new post of Faculty Director. One chief function of the Faculty Director is to ensure course relevance and compliance in line with the regulation processes, procedures and content of accreditation bodies. The Faculty Director also ensures that courses are up to date and that trainers adhere to the course delivery framework. As a result, courses meet the requirements of regulatory bodies.

2. Response to actions points in last report

There were no action points in the previous report.

3. Response to recommended areas for improvement in last report

The Provider is recommended to review its existing data management practices to ensure these are compliant with the new Data Protection Act due to be introduced in May 2018.

The Provider has reviewed its existing practices to ensure they are compliant with data protection regulation. For example the Provider e-mailed all those on its database and sought active permission to keep their data on file. Those who did not give permission were deleted. Now, as a matter of course, data is only stored with explicit consent obtained via a tick box. This data cleansing is performed automatically. Data from outside the country, and therefore under a different jurisdiction, is deleted after 12 months as a matter of course.

The Provider should ensure all records of appraisal meetings are up to date.

All appraisals are now recorded centrally which enables management to monitor the appraisal schedule more closely. As a result all appraisals are now up to date. Also, the records of appraisal meetings are up to date and done in a timely fashion.

The Provider should consider reviewing the entry requirements for some training programmes if they are accredited by an awarding organisation.

Entry requirements for relevant programmes were reviewed and are aligned with the required awarding bodies' requirements. The Faculty Director ensures that they remain aligned.

The BAC complaints procedure in the delegate handbook should be expanded to state how participants can make a complaint to BAC.

The delegate handbook refers participants to the grievance policy. An address, telephone number and advice on how to complain are made available in the grievance policy. The policy includes appropriate details on how to use the BAC complaints procedure.

The Provider should ensure that all visitors to the Clarendon Business Centre buildings are requested to sign in and wear a visitor badge. They should also be presented with all health and safety information.

All visitors who arrive at the Clarendon Business Centre now sign in, and sign to show that they have read the health and safety information. All visitors are asked to wear a visitor badge.

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 defined, well documented and easily understood. The Director is highly qualified and experienced. All staff have clear, detailed job descriptions. There are strong channels of communication between the managers and the rest of the staff. As a result, the Provider is very effectively managed.

The Provider employs appropriate managerial and administrative staff. All staff undergo an effective recruitment process that includes the gathering and verification of references and experience. As a consequence, staff are well suited to their roles.

The Provider uses a customer relationship management tool to capture all aspects of the provision, including events, sales and marketing, trainers, participants and satisfaction levels. The Provider uses this tool to make comparisons and determine trends. Consequently, the Operations Manager has a very good oversight of all aspects of the administration, and the administration is very effectively run.

The Provider has excellent, up-to-date publicity material easily available via its website. This contains detailed overviews of the programmes, who the programmes are aimed at, and course outcomes. As a result, participants are able to make informed choices about the suitability of the programmes.

The Provider takes good care to enrol suitable participants for its courses. Only those with at least five years' relevant experience are allowed onto courses, so courses are closely aligned with participants' needs.

An appropriate policy on participant attendance is widely disseminated and adhered to. Effective procedures and systems are in place to enforce the policy, with the result that attendance levels are extremely high.

The Provider makes excellent use of feedback. For example, participant feedback is sought after every training session. This feedback is important in determining how lessons need to be modified to meet needs, and to decide which consultants are used for future courses. This results in improved provision for the participants.

The Provider has excellent systems in place to review its own standards and assess its own performance. The Provider has actively sought out external accreditation from a wide variety of accreditation bodies in order to ensure the quality of the provision. It has also employed a Faculty Director tasked with ensuring that its standards comply with national occupational standards. As a result, participants benefit from the maintenance of high standards.

4.2 Teaching, Learning and Assessment (spot check)

The standards are judged to be:

Met

Partially Met

Not Met

Comments

Programme management is very effective. All training sessions are clearly timetabled. All sessions are planned in advance. The plans are overseen by management to ensure that they are relevant to the lesson objectives and the required delivery methods and meet the demands of the external accreditation bodies.

The recruitment process for trainers ensures that all trainers have excellent subject knowledge as well as at least ten years' experience in the sector and at least five years' teaching experience. Trainers are also required to adhere to the course delivery framework, which emphasises an interactive teaching approach.

As a result, trainers are very well suited to the courses they are allocated, and very effective in delivering them. Participants are engaged and motivated by the teaching approach.

The appraisal procedures for trainers are inconsistent and do not always lead to target-setting and the review of previous targets, so trainer development opportunities are missed.

Participants receive very timely and effective in-class feedback, so they understand how to make progress.

All resources and materials provided are in line with the requirements of the various accreditation bodies and are relevant and up to date.

4.3 Participant Welfare (spot check)

The standards are judged to be:

Met Partially Met Not Met

Comments

Participants receive suitable pastoral support. They receive a useful delegate handbook prior to arrival that outlines key information regarding the local area and life in the UK. On arrival, they have someone to greet them to help them orientate themselves. Key health and safety measures are outlined in a suitable induction on the first morning. As a result, participants are able to settle quickly into their studies.

The Provider actively seeks out issues during the courses, and participants fill out a feedback form for every session so that issues can be dealt with in a timely fashion. Staff have received advice on how to seek out issues and respond to complaints. As a result, the Provider has a comprehensive and effective complaints procedure.

The Provider has clear anti-discrimination policies in place that are reviewed annually.

There is a policy to protect participants from the risks associated with radicalisation and extremism. However, it needs further development to include risk assessment, training and the wider dissemination of the policy.

4.4 Premises and Facilities (spot check)

The standards are judged to be:

Met Partially Met Not Met

Comments

The Provider has secure possession of, and access to its premises. The Provider rents suitable rooms at a business centre, which allows for flexibility of accommodation. The main office occupies the seventh floor of the Riverbank building, and the Provider also has access to the third-floor boardroom of the Fulham Green building.

Staff, participants and visitors receive appropriate guidance relating to health and safety. Participants now receive additional and more specific health and safety advice during their initial induction. This ensures the safety and security of the premises.

The premises are of high quality. They are well decorated, well maintained and very clean.

Training rooms are appropriate in size and well furnished. They contain sufficient Information Technology resources. Heating and ventilation ensure a conducive working temperature.

Staff and participants have access to additional facilities, including separate communal reception areas and small kitchens.

4.5 Compliance Declaration

Declaration of compliance has been signed and dated.

Yes No

PART C – SUMMARY OF STRENGTHS AND ACTION POINTS

STRENGTHS

The Provider actively seeks out participant feedback and responds to it in a very timely manner in order to ensure the courses meet the needs of the participants.

The Provider actively seeks out accreditation from a wide variety of bodies in order to ensure the quality of its provision.

The training is interactive with a wide range of effective teaching methods that are employed well to motivate and engage the participants.

The recruitment process ensures that all trainers have excellent subject knowledge, substantial industrial experience and significant teaching experience for the benefit of the participants.

ACTIONS REQUIRED

The Provider must formalise the teaching observation and appraisal process to better support trainer development.	<input type="checkbox"/> High	<input checked="" type="checkbox"/> Medium	<input type="checkbox"/> Low
The Provider must put in place appropriate arrangements to minimise any potential risk to participants of radicalisation and extremism.	<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 - FURTHER COMMENTS, IF APPLICABLE