

BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

INTERIM INSPECTION (Short Course Provider)

PROVIDER: Omega Intelligent Solutions Limited

ADDRESS: 14 Lulworth Close
Harrow
Middlesex
HA2 9NR

HEAD OF PROVIDER: Mr Funsho Odilade

ACCREDITATION STATUS: Accredited

DATE OF INSPECTION: 13 March 2020

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

PART A – INTRODUCTION

1. Background to the provider

Omega Intelligent Solutions (OIS/the Provider) is a family-owned and private limited company based in Harrow, Middlesex. The training that OIS provides has been designed mainly for management and technical staff from the oil and gas industry, and government agencies in Nigeria and other oil-producing areas.

OIS has been operating as a training provider since 2011. It focuses on the delivery of a range of courses that cover areas such as finance, management and industrial relations.

The Provider's training takes place in West London in training rooms that are hired, as and when required.

The mission of OIS is to pursue excellence in education and training to meet the needs of its clients and make a positive contribution to the development of individuals, institutions and societies facing the challenges of change.

The leadership team consists of the Principal, supported by the Head of Training. OIS contracts trainers on a short-term, self-employed basis as and when courses are arranged.

2. Brief description of the current provision

The Provider offers one- and two-week courses in the areas of finance, management, industrial relations and education to professionals. The courses are tailored to meet the needs of the clients and are run at various times throughout the year, either face to face or online.

Previous courses held in 2019 were Hydrocarbon Accounting and Leading and Managing through Strategic Planning and Innovation.

An initiative to expand and introduce teacher-training courses is underway, with delivery to the first group of participants from Nigeria due in June 2020 in the UK.

No courses were running at the time of the inspection. With regard to the previous courses run in 2019, the majority of participants were male and were from Nigeria and the United Arab Emirates. The Provider only recruits participants who are aged over 18.

The courses are run on demand and there are no formal entry requirements.

3. Inspection process

The inspection was carried out by one inspector over one day. Meetings were held with the Principal and a trainer. Telephone interviews were carried out with the Head of Training and participants from previous courses. The inspection included a tour of the new training venue and scrutiny of documentation. All staff cooperated very well with the inspection and the information required was made readily available before and during the inspection.

4. Inspection history

Inspection type	Date
Full accreditation	5 June 2012
Interim	17 July 2013

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

Since the end of 2018, the training takes place at the Holiday Inn hotel in West London. This provides participants with an enhanced experience as the new location has a greater choice of nearby hotel accommodation, more local amenities and excellent transport connections.

A new teacher-training course for Heads of Private Schools is planned to run from June 2020, alongside the existing course provision for participants from the oil and gas industry.

2. Response to actions points in last report

8.2 OIS must develop a more reflective review of the performance of OIS and improve self-assessment.

An annual self-evaluation report has now been put in place. This enables the Provider to effectively and comprehensively revisit, reflect and review its mission statement and its strengths and achievements, and to plan for areas for development.

19.3 OIS must ensure that the complaints policy makes reference to BAC's own complaints procedure.

A reference and a link to the BAC complaints procedure is included on the website under the Provider's complaints and grievances procedure.

3. Response to recommended areas for improvement in last report

There were no recommended areas for improvement in the last report.

4. Compliance with BAC accreditation requirements

4.1 Management, Staffing and Administration (spot check)

The standards are judged to be:

Met Partially Met Not Met

Comments

The organisation chart accurately sets out the structure of the Provider that is suitable for the current small size of the provision. The Principal is highly experienced and effectively manages OIS to ensure that the courses are effectively delivered. All the staff are highly qualified academics and practitioners

Effective communication makes use of a number of different channels, for example e-mail, text messages, document-sharing and video conferencing. This results in communication that is timely, clear and effective and a team whose members work very well together.

The Principal undertakes or directly manages the administrative support and data collection necessary for the day-to-day running of the organisation. This results in a level of support that is appropriate and effective for the size and scope of the Provider. Systems are appropriately documented.

The website contains comprehensive information for potential and enrolled participants. Text and images appropriately reflect the range and nature of the services that the Provider offers to potential participants. Participants report that their courses matched the content set out in the publicity material. This contributes effectively to the high level of confidence that participants have in the Provider.

There is a clear course attendance policy published on the website, which informs participants that any absences will be followed up. Records of attendance are securely retained. Courses are tailored to the needs of the client and participants, who are all professionals and are very motivated. These factors result in an effective attendance policy and a high level of attendance.

Written and oral feedback is obtained from the participants from a number of mechanisms, including feedback forms. The resulting information is analysed by the Principal and Head of Training. The feedback is acted upon promptly by the appropriate member of staff and appropriate adjustments to the course material and/or delivery are made in response. Trainers report that their input and feedback are valued by the Principal.

Meetings are recorded and used to evaluate the feedback and to reflect on the Provider's performance and development. Annual reports are produced. This enables informed decisions on the Provider's development to be taken and realistic targets to be set. This results in a robust approach to quality assurance that allows the Provider to improve its standards continuously and deliver high quality programmes.

4.2 Teaching, Learning and Assessment (spot check)

The standards are judged to be:

Met

Partially Met

Not Met

Comments

The Head of Training is highly qualified and experienced. Trainers are contracted well in advance of the course start dates. Trainers are recruited through personal recommendations. This gives the Provider confidence about their existing experience and qualifications. There is a range of training rooms available at the venue. This enables the Provider to book rooms that are appropriate to the size of the group. As a consequence, programme management is very effective.

The Provider works with its clients to identify the needs of their company and how these can be met. As a result, the courses are responsive to the market and the context in which the delegates work. Participants report that the courses fully prepare them to take their career to the next level or in a different direction.

The trainers are highly qualified and have considerable experience both as lecturers in academia and as practitioners.

The performance of the training staff performance is effectively reviewed through a process of classroom observation and participant feedback. There are always two trainers present in the classes. One trainer is responsible for the training and the other observes the delivery and also provides a different perspective from the lead trainer. This results in constant classroom observation. This is combined with feedback from participants, and as a result, the Principal gains a comprehensive picture of the performance of the trainers. Consequently, participants report a high level of satisfaction with the standard of the training.

The Provider supports the trainers' continuing professional development. Alongside the trainers' involvement in conferences and other courses, they enjoy the opportunities the OIS provides to share best practice that can be incorporated into their training.

Participants report that the trainers are very approachable and responsive. They communicate very well in the classes and there are good opportunities to ask questions. This results in a course that is accessible to all participants. Material is delivered that is relevant to the participants' needs.

The Principal and trainers have access to a wide range of appropriate resources.

Participants reported that they received useful feedback from the trainers that met their needs and that enabled them to achieve the most from the course and to develop their professional careers.

4.3 Participant Welfare (spot check)

The standards are judged to be:

Met

Partially Met

Not Met

Comments

Participants are provided with sufficient advice and guidance before the start of the programme to help them manage their expectations of the course. The participants are able to contact the Principal at any time throughout their course if they have any problems. Participants report that the Provider is very supportive and willing to help with any issues that may arise both before and throughout the course. Inspection findings confirm this to be the case.

Participants a useful and comprehensive induction on the first day of their course.

Written policies and procedures, including the code of conduct and the equal opportunities policy are disseminated to participants before the start of the course.

All the above measures ensure a robust and considered approach to participant welfare that allows participants to settle in quickly and fully engage with their course.

The advice and guidance provided prior to the start of the course are fully appropriate for international participants. However, the information could be improved by providing more information relating to the facilities in the local area.

The training venue is well situated for places of worship. Participants are made aware, before the course starts, that practical assistance is available to enable them to practise their faith. Dietary considerations are taken into account well by the venue when providing lunches and refreshments.

Transparent enrolment terms and conditions, including the refund policy, are available to potential stakeholders before enrolment. Clear guidance on the formal and informal complaints procedures is published on the website. Participants are also advised of BAC's complaints procedure.

4.4 Premises and Facilities (spot check)

The standards are judged to be:

Met

Partially Met

Not Met

Comments

There is an ongoing agreement with the training venue that allows the Provider to access the training facilities as required.

There is adequate space for participants to have their refreshments and a suitable room to receive visitors. There are an appropriate number of toilet facilities and these are clean and well maintained. All rooms have independent heating control and appropriate ventilation.

The training rooms and facilities at the training venue are of a high standard. The spaces are flexible and well equipped. There are several differently sized rooms which means it is possible to book training rooms that are appropriate for the size of the group.

There is good wireless access for participants should they wish to do any individual research. There is a suitable restaurant of sufficient size for participants to have lunch. The venue has individual rooms that are suitable for both small group activities and for private meetings.

Transport connections are very good, and the venue provides an excellent location for international participants, with plenty of local amenities. As a result, the training venue provides an excellent environment for learning.

4.5 Compliance Declaration

Declaration of compliance has been signed and dated.

Yes No

PART C – SUMMARY OF STRENGTHS AND ACTION POINTS

STRENGTHS

An effective collegiate approach to the development of the Provider means that appropriate expertise informs the decision-making process to ensure it is of a high quality.

ACTIONS REQUIRED

None

High Medium Low

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

The information for participants should include more about the facilities available in the area that is local to the training venue.

COMPLIANCE WITH STATUTORY REQUIREMENTS – FURTHER COMMENTS, IF APPLICABLE
