

BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

INTERIM INSPECTION (Short Course Provider)

PROVIDER: Rebecca Charles International

ADDRESS: Airport House
Purley Way
Croydon
CRO 0XZ

HEAD OF PROVIDER: Mrs Lola Charles-Samuel

ACCREDITATION STATUS: Accredited

DATE OF INSPECTION: 19 February 2020

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

PART A – INTRODUCTION

1. Background to the provider

Rebecca Charles International Limited (RCI/the Provider) is a privately-owned management training centre that provides short courses in finance and management subjects for senior executives from public and private organisations. RCI is established as a limited company.

The Provider was established in 2007 and changed its name from ReCH to Rebecca Charles International Limited in 2017.

The Provider's registered office and training centre are based in Croydon in South East London. When training courses are not in progress, the Director operates a virtual office from her home address.

The Provider aims to maximise real learning that can be transferred directly to the workplace.

The sole owner, who acts as the Director, is also the Business Development Manager and has overall responsibility for the day-to-day running of the Provider.

2. Brief description of the current provision

RCI offers short courses in areas such as accounting and financial management, project and contract management, banking operations, insurance, and organisational and personnel management. The courses usually include a day visit to a place of cultural interest. They are typically of one or two weeks' duration and delivered face to face.

During 2019, RCI held 22 courses in the UK, Dubai in the United Arab Emirates (UAE), Lagos in Nigeria, and Atlanta in the United States of America (USA). The majority of participants are from Nigeria, Ghana and Ethiopia. All participants are over the age of 18. RCI's international provision is not accredited by BAC. No courses were running at the time of the inspection.

RCI offers continuous enrolment, with course start dates that are responsive to clients' needs. There are no prerequisites for admission to the courses. The suitability of participants for the Provider's courses is determined by the human resources department of each participant's employer.

3. Inspection process

The inspection was carried out by one inspector over one day. A meeting was held with the Director of RCI. This included scrutiny of a wide range of documentation stored electronically. A tour of the premises and training facilities also took place. The Director was very cooperative during the inspection.

4. Inspection history

Inspection Type	Date
Stage 2	4 August 2009
Stage 3	24 March 2010
Interim and Supplementary	13 July 2011
Re-accreditation	7 & 11 October 2013

Interim

8 December 2015

Re-accreditation

9-10 October 2017

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

There were no significant changes since the last inspection.

2. Response to action points in last report

4.2 The website and all associated documentation must feature the Rebecca Charles International name and branding.

RCI's website and associated documentation are now standardised and feature the Rebecca Charles International name and branding. This ensures that the information provided to participants and their employers is accurate and consistent.

11.3 11.4 The Provider must ensure that regular observations of teaching and learning are undertaken to inform quality assurance and to support the trainers' ongoing professional development.

Observations of teaching and learning are undertaken on a regular basis by the Director. The comprehensive observation paperwork used in Lagos is standardised across the Provider and all documentation is stored and shared electronically. New trainers are observed on the first training course they deliver.

Oral feedback is given to the trainer immediately after an observation has taken place. Formal written feedback is added to the trainer's end-of-course feedback report, which also includes feedback received from participants on the course. RCI's comprehensive observation procedures ensure that the provision's strengths and areas for development are recognised and addressed in a timely manner to support the trainers' ongoing professional development.

Trainers notify RCI annually of any professional development they have undertaken in the preceding year. This information is added to RCI's records, informing the Provider's quality assurance process.

17.7 Staff must have training to ensure that they are able to protect participants from the risks of extremism and radicalisation.

This action point is ongoing. The Director has undergone training in strategies to protect participants from the risks of extremism and radicalisation and RCI's trainers are also encouraged to undergo training. However, not all staff have undergone training to ensure that they are able to protect participants from the risks of extremism and radicalisation.

3. Response to recommended areas for improvement in last report

It is recommended that the Provider collates and reviews the overall performance of courses on an annual basis, in order to identify and reflect on trends in the performance of courses over time.

An annual course coordination audit is completed annually by the Compliance Officer, who is based in Lagos. Information from all RCI's courses is collated and shared on an online platform that is easily accessible to staff in London and Lagos. Participant feedback and participation are used to inform the annual audit, and courses are amended or discontinued in response to the audit's findings. The audit also effectively informs the marketing and scheduling of the Provider's future courses.

The Provider should maintain a record of the trainers' Continuing Professional Development activities in order to monitor this aspect and to ensure that the trainers are up to date.

At the beginning of each year, and prior to the commencement of the Provider's training calendar, trainers are required to provide RCI with written notification about the training they have undergone during the preceding

year. A review is then carried out on each trainer's suitability to deliver training on RCI's courses. As a result, further training opportunities may be offered to ensure that the trainers' knowledge and skills are up to date.

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 Director, who is very experienced in organising and training on RCI's courses, undertakes the overall management function very effectively.

There are clear channels of communication between the Director and RCI's administration staff in Lagos. Communication is facilitated through a shared online database that is continually updated to ensure that all members of staff are fully informed about the Provider's programme of studies.

A comprehensive employment manual contains all RCI's policies and procedures. These policies and procedures ensure the effective recruitment and employment of appropriate staff.

Feedback is obtained from both participants and trainers. It is recorded and used effectively to monitor the Provider's performance.

4.2 Teaching, Learning and Assessment (spot check)

The standards are judged to be: Met Partially Met Not Met

Comments

There is a suitably experienced programme manager with responsibility for the courses and managing the body of trainers.

RCI maintains all the course documentation online. This includes all course information, attendance registers, trainer profiles, feedback from participants and training session plans. This ensures that the content of the courses is standardised across the provision and trainers can access a wide range of resources when they are delivering courses.

RCI's trainers are highly qualified and experienced in their subject areas. Their knowledge and skills ensure that participants receive high quality training that is relevant to their needs.

RCI's trainers do not provide feedback about the courses they deliver, or the venue and the resources they use. Including trainers' feedback in the annual review would provide a more comprehensive picture of course provision.

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 from appropriately qualified staff.

Participants receive appropriate information and advice before the start of the programme. Upon enrolment, participants are provided with a login to their own webpage on RCI's online database. The webpage gives detailed information about the course content, required reading and their trainer's profile.

Participants are provided with an electronic copy of the course handbook, which provides further information about the course, including the daily training schedule, the local area, transport links, hotels near the training venue, and emergency contact details.

Participants are fully informed about the requirements of their courses. They are provided with all the information they need to achieve a successful outcome from their studies.

The Director has taken the appropriate training against the risks of radicalisation and extremism.

17.7 Not all staff members or trainers have undertaken the appropriate training to ensure that the Provider is able to protect participants effectively.

4.4 Premises and Facilities (spot check)

The standards are judged to be:

Met Partially Met Not Met

Comments

The Provider has secure tenure of its premises. The contract is renewed on an annual basis.

The premises provide a very secure and flexible business environment for RCI. Well-equipped training rooms of varying sizes are located close to the administration room, which is used when the courses are in progress. All these rooms are on the first floor of the building.

On the ground floor, there is a caféteria which provides refreshments for breaks during the training sessions. There is also an on-site restaurant, which provides lunch for participants attending RCI's courses.

There are clean, well-maintained toilets on each floor of the building, with a disabled toilet provided on the ground floor. Access can also be gained to the first floor via a lift.

As a result, the premises provide a professional training environment for RCI's participants.

4.5 Compliance Declaration

Declaration of compliance has been signed and dated.

Yes No

PART C – SUMMARY OF STRENGTHS AND ACTION POINTS

STRENGTHS

The Director of RCI is an experienced trainer and subject specialist and this ensures that the Provider develops courses that comprehensively meet the needs of its participants and their employers.

The Provider makes effective use of online systems to administer and organise its courses.

Participants are provided with a wide range of relevant resources prior to their attendance on their chosen course.

The course handbook contains all of the information participants require to participate successfully in RCI's courses.

The training facilities at the Provider's premises are well maintained and provide a well-appointed venue for professional training.

ACTIONS REQUIRED

17.7 Staff and trainers must undertake training to ensure that they are able to protect participants from the risks of extremism and radicalisation.

High Medium Low

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

It is recommended that RCI obtains feedback from its trainers about the courses they deliver, the venue and the resources.

COMPLIANCE WITH STATUTORY REQUIREMENTS – FURTHER COMMENTS, IF APPLICABLE

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