

BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

Short Course Provider (SCP) Candidacy / Stage 2 Inspection

NAME OF PROVIDER: Education House Leeds

ADDRESS: 5-11 Hares View
Leeds
LS8 4LH

HEAD OF PROVIDER: Mr Mahboob Ahmad

DATE OF INSPECTION: 20 March 2020

ACCREDITATION STATUS AT INSPECTION: Unaccredited

DECISION ON ACCREDITATION:

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

DATE: 16 July 2020

1. Background to the institution

Education House Leeds (EHL/the Provider) is a small, privately owned organisation offering management and business administration workshops. The Provider is based in Harehills, Leeds, a few miles from Leeds City Centre. The EHL office is located in a local community centre and the delivery of the workshops takes place nearby at the Shine Centre, which is a modern art gallery and conference centre.

The aim of the Provider is to provide first-class training that enhances the knowledge and skills of predominantly black and minority ethnic participants by providing clear and precise guidance and helping them to succeed in further education, training and employment.

The organisation was established in 2014 by the Managing Director, who is the sole proprietor and Head of the Provider. The Managing Director and Programme Lead work for EHL full time, with support from four members of training staff who are employed on a freelance basis. Two of the four freelance staff have also been assigned the roles of Principal and Student Welfare Officer.

EHL is a short-course provider that offers tuition services that prepare participants for United Kingdom (UK) citizenship tests and for the driving theory test. However, the Provider has temporarily stopped offering these services to focus on developing new management and business administration courses.

2. Brief description of the current provision

The Provider offers three workshops in Team Leading, Business Administration and Customer Service that are due to commence in January 2021. The workshops are six-week courses designed to give participants some context and practical examples of how to implement what they have learnt on the course. The distance-learning courses are operated and assessed by an online provider called Learning Curve Group, and accredited by the Northern Council for Further Education (NCFE). The Provider offers the workshop element only, as an additional learning experience to support the course. Participation in the workshops is not mandatory in order to obtain the qualification.

The workshops are designed to facilitate participants' skills through a range of hands-on, experiential learning and development activities, to support practical application in the workplace. The content includes a mix of theory and practical face-to-face sessions, with a specific focus on skills that are needed in an operational business environment.

The face-to-face element of each workshop is planned to be facilitated by the Provider for two days a week for the duration of the six-week distance-learning course which is provided by Learning Curve Group. A maximum of two workshops with 15 participants will run at any one time as the facility can only accommodate up to 30 participants at any given time.

The six-week workshops will be aimed primarily at international participants from Botswana, India, Malaysia, Pakistan and South Africa, with a small minority of participants coming from the local Yorkshire area. The participants are expected to be a mix of male and female business professionals. The Provider does not recruit participants under the age of 18.

Participants can apply for a course directly with the Provider. An international agency is also used to generate interest and recruit participants at international student fairs. Participants are expected to have basic numeracy, literacy and English language skills. Workshops will be scheduled according to demand and participants will be enrolled at the start of each course.

3. Inspection process

The inspection was carried out in one day by one inspector via online communication methods. Video conference meetings were held with the Managing Director, Programme Lead and the Student Welfare Officer. A range of documentation was scrutinised, along with newly developed policies and procedures. The Provider supplied all the requested documentation and cooperated fully with the inspection process. It was not possible to carry out an inspection of the premises.

PART B - JUDGEMENT AND EVIDENCE

The following judgements 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

The structure of the organisation is clear and appropriate. There is an experienced Managing Director who is effectively supported by a Programme Lead and four other members of freelance staff who have various administrative or training responsibilities.

The Managing Director has previously worked in operational, quality assurance and project management roles in further education. All the training staff have extensive experience of teaching or training, and those in managerial positions have previous business development or project management experience in an educational setting. As a result, there is an effective team with the skillset to develop and deliver effective workshops to participants.

All staff have a clear job description that provides details of their responsibilities.

Records of staff meetings, which are held every two months, have been maintained, and copies of the meeting minutes are sent to any freelance staff who are unable to attend. As a result, all staff are kept up to date with important messages and the latest information about the Provider.

The Provider has a clear mission statement and focus to develop business and management training workshops.

The Provider has developed an effective risk management policy and a risk register that considers strategic, financial and operational risks. The risk register is reviewed annually and effectively facilitates a robust and safe working environment for both staff and participants.

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

Overall responsibility for the day-to-day administration rests with the Managing Director, with other staff taking on responsibility for particular administrative functions, including marketing, safeguarding, participant welfare and quality assurance. Appropriate job descriptions detailing responsibilities are provided for each job role.

The responsibilities and individual roles of the administration team are effective for the size of the Provider.

Freelance staff carry out their administrative responsibilities from the office or from home. They use electronically saved documentation and online communication methods and telephone calls to enable them to carry out their duties effectively.

The Provider involves all staff in the development of the organisation and many of the policies have been developed in consultation with them. Regular updates of the policies are distributed to staff electronically. This provides a clear and considered approach to the development of the Provider and its operations.

Staff and participant data is collected systematically and is used effectively to support the administration of the Provider. Most of the personnel documents and contracts are filed securely in the administration office. Electronic copies of personnel files, policies and other documentation are also stored electronically on external hard drives in accordance with the appropriate document retention and secure storage policy. This also includes a record of the information stored about staff and participants and how long this data is kept on file. This demonstrates a clear and transparent approach to data protection.

The allocation of administrative responsibilities is appropriate and makes good use of the staff's skills to ensure an effective and responsive administration team.

3. The provider recruits appropriate staff

3.1	There are appropriate policies and effective procedures for the recruitment of suitably qualified and experienced staff that 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 type="checkbox"/> Yes	<input type="checkbox"/> No <input checked="" 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 type="checkbox"/> Yes	<input checked="" 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 Provider has recruited suitable staff with relevant expertise and a proven track record of relevant skills and experience. Staff understand their respective roles and responsibilities well and have been provided with signed copies of their contracts with the Provider. As a result, all staff have clear responsibilities and relevant experience to carry out their individual roles effectively.

All staff undergo a face-to-face interview and any job offer is subject to the receipt of satisfactory references from their previous employer, a personal reference and an enhanced Disclosure and Barring Service (DBS) check. This ensures a consistent recruitment process to safeguard participants. The robust process is not currently formally recorded in writing to ensure that all staff are aware of it.

3.4 There is no performance review process or appraisal policy for the trainers or for non-teaching staff. There is no schedule to formally observe trainers to ensure a consistent approach to the quality of the course delivery.

Staff are appropriately supported in their Continuing Professional Development (CPD) in enable them to perform in accordance with the relevant standards and requirements.

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 type="checkbox"/> Yes	<input checked="" 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 course brochures and the website include relevant information about the content, delivery location and duration of the workshops and nature of the service offered. However, no pictures have been included in any promotional material so it is difficult for participants to see the kind of environment in which they will be working.

The Provider's website contains course information, policies and an online portal for staff and participants to access relevant documents securely.

4.2 The course brochures do not provide details of course assessment and do not mention that participant assessment and certification are facilitated by a third-party provider. This relationship is not made clear to participants and could limit the clarity of the various processes and policies relating to assessment, complaints and certification.

4.3 Not all the policies provided on the website have been updated. As a result, they do not provide an accurate reflection of the current provision.

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 judgement 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 type="checkbox"/> Yes <input checked="" 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

The course documentation and marketing materials stipulate whom the course is suitable for and what experience or prior knowledge is required. This ensures participants will know if any prior knowledge is required before signing up for the workshops.

No formal qualifications are required for entry to the courses. The requirement for an understanding of basic English and numeracy is clearly stated as a requirement for all courses.

An application form is used to record personal details, qualifications and next-of-kin information. Participants are required to submit evidence of their qualifications, financial situation and any study visa arrangements in order to gain a place on a course. A checklist is used to ensure the Provider has received the required documentation. This ensures a fair and consistent check on the information provided by participants and a robust approach to the recruitment process.

Prospective participants are sent detailed information via e-mail about the course and relevant contact details for the Provider.

5.5 There is no formal admissions policy that documents response times to applications or enquiries to ensure consistency.

The Provider uses an overseas recruitment agency based in Switzerland, which regularly holds workshops and recruitment fairs in various parts of the world to promote learning and provide advice about relevant providers and courses. Information about the courses on offer is supplied to the agency by the Provider.

The Provider receives contact details for prospective participants from the agent. It will then contact the prospective participant directly in order to provide additional information and explain the application process. The agent only refers participants and does not recruit them directly. This ensures accurate information is provided to participants before the application process.

The Provider asks participants about any additional needs on the application form. Contact details for support and counselling services are provided in the participant handbook. The premises used for workshop delivery are accessible to wheelchair users.

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 type="checkbox"/> Yes <input checked="" 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 an attendance policy that details the expectations in relation to attendance, punctuality and attitude to learning. Procedures for reporting an absence and monitoring attendance are also documented in the policy.

6.1 Although participant absences are followed up appropriately and promptly, there are no clear details in the attendance policy regarding how the Provider will follow up on absence to ensure consistency.

Registers of participant attendance are maintained on a daily basis and records of these are kept in the main office for monitoring purposes. This ensures a consistent way of evidencing attendance that can be used for further analysis.

Participants are expected to inform the Provider of any absence or lateness prior to the start of the course.

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. Yes No

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. Yes No

7.3 Feedback is obtained, recorded and analysed on a regular basis. Yes No

7.4 The feedback is reviewed by management and appropriate action is taken. Yes No

7.5 There is a mechanism for reporting to the participants what the provider has done in response to their feedback. Yes 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. Yes No

7.7 Action plans are implemented and regularly reviewed with outcomes reported to management. Yes No

This standard is judged to be:

Met Partially Met Not Met

Comments

The Provider is keen to receive feedback from participants and staff and will often ask them to provide oral feedback at the end of a course to see whether any improvements can be made.

A comprehensive internal review and quality assurance policy has been developed and internal reviews are planned to take place quarterly. These will also consider feedback from staff and participants. An action plan will also be developed following each review and the results of any actions will be published on the website so that participants can see the response to any feedback provided.

7.2 7.3 7.5 There is no formal documented process in place as yet for obtaining staff or participant feedback. Therefore, feedback is not formally obtained, recorded and analysed and there is no mechanism for reporting to the participants what the provider has done in response to their feedback.

The Managing Director has taken appropriate action based on feedback from participants and demonstrates a clear commitment to listen to feedback and act accordingly.

7.6 7.7 Data analysis and performance reviews are not yet used to evaluate the Provider's performance and identify potential areas for improvement and action plans are not yet produced or reviewed.

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 any abusive behaviour, including cyberbullying, and these are effectively implemented.	<input type="checkbox"/> Yes	<input checked="" 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 type="checkbox"/> Yes	<input type="checkbox"/> No <input checked="" 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 type="checkbox"/> Yes	<input checked="" 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

Appropriate arrangements are in place for the effective management of participant welfare. One of the trainers acts as the designated Student Welfare Officer, and all staff have undertaken appropriate training in safeguarding.

Information about any prior knowledge required and the general expectations for attending the courses are detailed in the course documentation. The participant handbook includes details of fees, enrolment, refunds, administration, support and some key policies. Course documents and the participant handbook are e-mailed to participants before the course begins. This allows the participant to see the course structure and guidance prior to the workshops commencing.

An appropriate induction, including the fire evacuation procedures and course content, is provided at the start of each course. This provides the essential information required by participants at the beginning of their studies to enable them to settle in quickly.

The participant handbook also provides a contact number for the Provider, which will be diverted to a staff mobile telephone outside office hours.

An appropriate policy is in place that covers bullying, harassment and equality and diversity. A code of conduct has been developed by the Provider, which sets out the expectations for the behaviour of participants on the course.

16.5 The policies relating to bullying, harassment and equality and diversity do not specifically cover cyberbullying or electronic communications.

A clear policy on radicalisation and a risk register have been produced. All staff have undergone certified training in preventing radicalisation and extremism in order to help identify potential radicalisation issues and understand their responsibility for reporting any concerns to management.

16.8 There is no guidance on using mobile communication devices in the classroom, or any rules about taking photographs and the use of social media. This may lead to inappropriate use of technology by participants in the classroom.

Participants are required to submit their next-of-kin details on the application form to ensure that the Provider has appropriate emergency contact details for participants should these be required.

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 continue 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

International participants are provided with course information and a participant handbook prior to their arrival in the UK. This provides detailed information about life in the UK, local airports, places of worship, transport links, hospitals, places of interest and local facilities including hotels that are within walking distance of the Provider's premises.

The induction process covers appropriate information for all participants, including the aims and objectives of the course, the content of the workshops and the facilities at the course delivery centre.

Additional support and advice are available for all participants from the trainers and other staff, throughout the duration of the course.

Participants are asked whether they have any cultural considerations that need to be taken into account. A dedicated prayer room is available at the course delivery centre and at the administrative office.

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 type="checkbox"/> Yes | <input checked="" 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

Participants sign a registration form that sets out the terms and conditions for enrolling on the courses. There is a clear policy for refunds, with examples of exceptions and timescales.

18.1 The refund policy does not include an explicit cooling-off period.

The complaints policy is clear and is included in the participant handbook and in other course documentation. This provides an effective process and timescales for the Provider to respond to any complaints. The complaints policy also provides further details on the process and timescales for dealing with complaints. However, the policy refers to a Complaints Officer role that does not exist, which may be confusing for participants.

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 that 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

20. The welfare of participants in home-stay 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 are 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 that 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 type="checkbox"/> Yes	<input type="checkbox"/> No <input checked="" 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 type="checkbox"/> Yes	<input type="checkbox"/> No <input checked="" 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 type="checkbox"/> Yes	<input type="checkbox"/> No <input checked="" 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 type="checkbox"/> Yes	<input type="checkbox"/> No <input checked="" type="checkbox"/> NA

This standard is judged to be:

Met Partially Met Not Met

Comments

All participants are provided with a participant handbook that provides detailed information and website links to local places of interest, including leisure venues, galleries and restaurants. This provides participants with useful information on local services that they may require outside the classroom.

Formal social events and off-site activities are not organised by the Provider.

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 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 type="checkbox"/> Yes | <input type="checkbox"/> No <input type="checkbox"/> NA |

This standard is judged to be:

Met Partially Met Not Met

Comments

It was not possible to inspect the premises during this inspection. Therefore, they will be reviewed at the Stage 3 inspection.

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 type="checkbox"/> Yes | <input type="checkbox"/> No |
| 23.2 | The premises are maintained in an adequate state of repair, decoration and cleanliness. | <input 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 type="checkbox"/> NA |
| 23.4 | General guidance on health and safety is made available to participants, staff and visitors. | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 23.5 | There is adequate signage inside and outside the premises and notice boards for the display of general information. | <input 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 type="checkbox"/> Yes | <input type="checkbox"/> No |
| 23.7 | There are toilet facilities of an appropriate number and level of cleanliness. | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 23.8 | There is adequate heating and ventilation in all rooms. | <input type="checkbox"/> Yes | <input type="checkbox"/> No |

This standard is judged to be:

Met Partially Met Not Met

Comments

It was not possible to inspect the premises during this inspection. Therefore, they will be reviewed at the Stage 3 inspection.

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

It was not possible to inspect the premises during this inspection. Therefore, they 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 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 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 type="checkbox"/> Yes	<input type="checkbox"/> No

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

Comments

It was not possible to inspect the premises during this inspection. Therefore, they will be reviewed at the Stage 3 inspection.

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

The management team is made up of experienced professionals with extensive relevant educational knowledge.	
The Provider takes care to check the background and references of all training staff to ensure courses are delivered by experienced teachers and trainers.	
Actions required	Priority H/M/L
3.4 A process for recording training observations of teaching staff and a related appraisal system for all staff members must be developed.	<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low
4.2 The course brochures and related documentation must include details of the third party that will assess and certificate the course.	<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low
4.3 The website must include up-to-date policies.	<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low
5.5 A formal participant admissions policy must be developed.	<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low
6.1 The attendance policy must include appropriate procedures to ensure a consistent approach to handling absences.	<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low
7.2 7.3 7.5 The provider must put in place a formal process for obtaining, recording and analysing staff and participant feedback and 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 7.7 Data analysis and performance reviews must be used to evaluate the Provider's performance and identify potential areas for improvement and action plans must be produced or reviewed.	<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low

PARTICIPANT WELFARE

Provider's strengths

All staff have undertaken appropriate training to ensure the safety and welfare of the participants.	
Very good information for participants, including international participants, in provided the participant handbook.	
Actions required	Priority H/M/L
16.5 The policies relating to bullying, harassment and equality and diversity must cover cyberbullying.	<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low
16.8 There must be 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 type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low
18.1 The refund policy must include an appropriate cooling-off period.	<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low

PREMISES AND FACILITIES

Provider's strengths

The standards for premises and facilities will be reviewed at the Stage 3 inspection.	
Actions required	Priority H/M/L
None	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low

RECOMMENDED AREAS FOR IMPROVEMENT

To be reviewed at the next inspection

The Provider is recommended to formally record its robust staff recruitment process in writing.

The Provider should consider including appropriate images in its marketing and promotional materials.

The complaints policy should refer to the accurate title of the staff member who is responsible for dealing with complaints.

COMPLIANCE WITH STATUTORY REQUIREMENTS