

BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

INTERIM INSPECTION (College)

INSTITUTION: UK Sailing Academy

ADDRESS: Arctic Road
West Cowes
Isle of Wight
PO31 7PQ

HEAD OF INSTITUTION: Mr Benjamin Willows

ACCREDITATION STATUS: Accredited

DATE OF INSPECTION: 12 March 2020

ACCREDITATION COMMITTEE DECISION AND DATE: Continued accreditation, 16 July 2020

PART A – INTRODUCTION

1. Background to the institution

UK Sailing Academy (UKSA/the Institution) is a company limited by guarantee that was founded in 1987. UKSA provides a range of education and training courses that are aimed at individuals wishing to pursue a maritime career, along with short-course provision for schools, youth groups and individuals.

The Institution is located on the west bank of the River Medina, which is near the centre of West Cowes on the Isle of Wight, United Kingdom (UK). The Institution has a self-contained site with its own marina and launching facilities into the river.

UKSA's aims are to widen access to maritime training and to enhance the life skills and employment opportunities within the sector, and to utilise outdoor education for the personal and social development of all students.

The Institution is a registered charity and is overseen by a board of 11 voluntary Trustees, who are also its Directors. There is a senior management team led by the Chief Executive Officer (CEO) and a team of senior managers, who on behalf of the Trustees are responsible for the day-to-day operations and strategic direction of the Institution. These are supported by Heads of Department.

UKSA is part-way through a major site renovation, with a new building planned to start construction in 2020.

2. Brief description of the current provision

UKSA offers a range of maritime career training courses. These include training courses in Ocean Sailing, Navigation and Seamanship, Marine Engineering, Deck Officer Training, Dinghy Sailing, Windsurfing and Hospitality. The courses are delivered face to face and range in length from one day, such as a basic first-aid course, to four years for a Cadetship programme.

UKSA provides short courses ranging from one day to one week for schools, youth groups and individuals. These courses use outdoor education for personal and social development, and the development of skills in the selected activities. The provision is badged by the Council as Learning Outside the Classroom. The Council operates a recognition scheme for outdoor training providers and inspects the Institution's safety, customer service, facilities, equipment, staffing and provision of learning opportunities.

The Cadetship programme includes an industrial work placement as part of a foundation degree in Operational Yacht Science. This is run through Falmouth Marine School, with the foundation degree being awarded by Plymouth University.

The principal awarding bodies associated with UKSA are the Royal Yachting Association (RYA) and the Maritime Coastguard Agency (MCA). There are also students on Business and Technology Education Council (BTEC) qualifications that are delivered in partnership with Isle of Wight College.

Each year, there are over 500 individuals enrolled on a variety of courses and trained for professional careers in the yachting and marine industry. At the time of the inspection, there were 171 students enrolled on a range of courses. Most students are from the UK and are over the age of 18. The majority are male. Several bursaries are available to students undertaking maritime career courses at UKSA.

UKSA publishes a programme of the courses that it offers and the dates for each. Many of the shorter courses are scheduled to run several times each year, which enables students to select and apply for the course that best suits their needs. There are various prerequisites for courses that are set down by the awarding bodies, the RYA and MCA. After students have applied for the specific course they wish to undertake, assuming they meet the prerequisite criteria, they are enrolled at the start of each course.

3. **Inspection process**

The inspection was carried out by one inspector over one day. The inspector had a series of meetings with the CEO and the Directors, and with teaching and support staff. The inspector observed lessons and met with students. Additionally, the inspector had a tour of the site, and reviewed a range of documentation. The Institution was well prepared for the inspection and cooperated fully with the inspector.

4. **Inspection history**

Inspection Type	Date
Full Accreditation	12–13 November 2009
Interim	23 November 2010
Re-accreditation	23–24 January 2014
Interim	28 January 2016
Re-accreditation	1–2 November 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

UKSA is part-way through a major renovation of the site, with a number of buildings having been renovated already. The Institution has acquired an additional building immediately adjacent to its site, which has been renovated and is in use. The majority of the funds to complete the final stages of the renovation and building programme have been acquired. The next major investment is the construction of a new building, which will primarily be an accommodation block.

The UKSA website has been updated and provides comprehensive information on the wide range of courses that are offered.

2. Response to actions points in last report

9.2 The College must review the lack of space in certain classrooms and ensure that lessons are allocated to suitably sized classrooms.

UKSA has acquired an additional building, which has provided additional classrooms and other facilities. The teaching space available meets the current needs of the Institution. The teaching areas are well equipped and of a suitable size for all groups.

19.1 The College must provide specific information on living in the UK for international students to help them assimilate quickly into the culture and integrate more readily.

UKSA provides joining instructions to all students. These cover information on the course, domestic arrangements and links to online details of the local area. They do not, however, include specific information for international students on living in the UK to help them assimilate quickly into the culture and integrate more readily.

20.3 The BAC complaints policy must be incorporated into the College's complaints policy.

UKSA has a comprehensive complaints policy that is outlined on its website. It does not, however, give any information on the BAC complaints policy.

3. Response to recommended areas for improvement in last report

UKSA should give consideration to establishing an intranet as a key communications channel for its staff and students.

UKSA has developed its online support for staff and students through the use of social media channels. The Institution also uses a customer relationship management software product, which includes a student portal area that is expected to be fully accessible by the summer of 2020. The portal is already fully accessible to staff and will allow students to log in and access joining instructions, course materials and updates.

The College is recommended to include recreational drug use on the list of factors that may inhibit a full medical certificate being issued.

UKSA has updated the information for students and this now includes full details of the MCA guidance and medical requirements where relevant to specific awards. This now highlights the need for a medical, and the impact of recreational drug misuse on the outcome of the medical in preventing individuals from fulfilling the requirements of the MCA to hold a certificate of competence. These details are sent to all applicants before the point of booking.

The level of English language should be specified in course outlines for those students whose mother tongue is not English.

The Institution's web pages have been updated to indicate that all courses are taught in English and that students need to be fluent in English to undertake the course. The booking system has a specific question about English language levels and it is part of the terms and conditions of booking, which are sent to applicants before the booking can be completed.

It is strongly recommended that stakeholder feedback is obtained from a wider range of stakeholders in order to provide more precise information on which to base future actions.

UKSA works closely with a range of employers to provide career opportunities for the students. Feedback is regularly sought from the employers on the students' achievements and capability for the world of work. The Institution also works very closely with the RYA and MCA, which are the main awarding bodies, and other accrediting organisations that undertake inspections and provide feedback to the Institution.

The College is recommended to switch to a system for collecting student feedback that offers greater flexibility and enables the collation of a larger amount of data than is the case for the existing system.

UKSA has developed an effective online feedback system. Tablets are made available to students at the end of each course and the use of Quick Response (QR) codes, which are clearly displayed around the site, takes the students to the feedback questionnaire. This allows for detailed analysis to be carried out on large volumes of data.

Consideration should be given to establishing a student representation council or similar body to be used as a conduit for feedback and new ideas.

UKSA holds regular student meetings and places a high value on the student voice. The students have opportunities to provide feedback through questionnaires and an appropriate student representative system, which operates at course level and through house captains in the residential accommodation. There is also the opportunity for interaction between students on different courses, where their schedules allow. These methods are effective in gaining student voice input into continuous enhancement of the provision.

Course reviews against key performance criteria should be considered to identify strengths and areas of development.

UKSA undertakes regular course reviews and evaluates courses through the use of key performance indicators. These form part of the regular management review of all aspects of the operations, and outcomes are shared with staff through Heads of Department. The trustees receive a detailed review of performance on an annual basis and monitor progress of the action plans produced at each quarterly meeting. This process is effective in implementing enhancements to the provision.

Good teaching practice should be shared across different courses to ensure a more consistent approach to lesson and assessment planning. This should include development and standardisation of the documentation.

UKSA has developed an effective system to standardise all teaching and assessment plans. All full-time teaching staff undertake a thorough induction, which includes aspects of teaching and learning. Other teaching and support staff are inducted to the operational aspects that are relevant to their specific roles. Teaching is monitored by senior staff through observations and team-teaching arrangements, and staff are supported to share good practice across their teams, which enhances the overall quality of the provision.

It is recommended that consideration is given to a suitable meet-and-greet service for international students.

UKSA operates a meet-and-greet service from the point of arrival on site and also operates a welcome breakfast for all new students. The majority of students are over the age of 18, familiar with travelling and do not require

chaperoning to the site. The Institution has an agreement with a taxi company to support travel arrangements for any student who requires to be met at their port of entry to the UK.

The College should consider providing speakers of foreign languages to assist international students, where possible.

The Institution teaches all its courses in English. Part of the booking terms and conditions requires students to be fluent in English. The Institution has access to local freelance language interpreters if needed.

It is recommended that the accommodation blocks are reviewed in order to improve the level of maintenance and redecoration as required.

The accommodation blocks on site have been renovated since the previous inspection. The level of maintenance and the standard of decoration are now appropriate.

UKSA should produce a simple leaflet or similar tool in order to better draw visitors' attention to the health and safety procedures.

All new students receive a suitable induction relating to the site and their course. This induction includes appropriate coverage of health and safety matters. On arrival, visitors are required to sign in and attention is drawn to key health and safety information. All visitors on site are asked to wear a visitor's lanyard, displaying a visitor's badge with key health and safety information identified on the back of the identity badge.

For ease of reference, all classrooms should be either numbered or named, and a simple plan of the site would be helpful to new students and staff.

The Institution has produced a site map, which clearly shows the buildings and uses an appropriate numbering and naming system that is displayed on the buildings. The map makes it easy for new arrivals to find their way around the site.

UKSA is recommended to consider using smartboards for certain courses as well as the use of tablets linked to the system.

The supporting visual aids available for courses are constantly under review. The teaching facilities and resources are in good order and provide for a good learning experience for the students. The Institution has decided not to invest in interactive white boards at this time, but if such facilities are required for specific learning activities, it is able to book rooms with interactive white boards with its partner, Isle of Wight College.

The College should review the provision of resources in the internet café to ensure it is adequate for the more advanced classes.

The internet cafeteria provides access to online materials and also has a library of resources available. These are considered to be appropriate by both staff and students. Inspection findings confirm this view.

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

UKSA is well managed and has effective administrative arrangements in place, with a strong and knowledgeable team of staff supporting these functions.

There is an extensive range of policies and procedures. The recent introduction of a central document register has enabled more efficient and effective access to these documents.

The UKSA website provides comprehensive information about the range of courses offered, stating the prerequisites for each course clearly. The recruitment process is effective. Students complete a formal application, which is reviewed to ensure that the course is suitable for their experience.

Applicants receive the terms and conditions prior to finalising the application process and are provided with comprehensive joining instructions and course information, including a reminder of any specific attendance requirements. The monitoring of students' attendance is effective, with good records kept. Non-attendance is rare given that the majority of students are living on site.

Feedback is received from students regularly, both through a student representative system and course feedback that is collected online. The feedback received is reviewed and analysed in detail and reported to the management team and Trustees, in line with the reflective approach taken by the Institution. Action is then taken where necessary and students are kept informed of the actions taken.

The Trustees receive a detailed annual report and action plan, which is reviewed at quarterly meetings to ensure that close monitoring of progress is undertaken and that quality enhancements are effectively implemented and monitored.

4.2 Teaching, Learning and Assessment (spot check)

The standards are judged to be:

Met Partially Met Not Met

Comments

The academic management team and delivery staff are suitably experienced and qualified for their roles.

There are effective support systems in place for staff, including team-teaching, observations and an annual appraisal scheme. These systems enhance the quality of the teaching provided at UKSA.

Timetabling works well. The classrooms, practical facilities and equipment are in good order, well managed, in line with policy and procedures, and well maintained. The equipment and availability of other resources are good, and this ensures that teaching staff are well supported and able to deliver effective lessons.

The majority of courses delivered follow syllabuses from national governing bodies of sports and meet expected assessment requirements. Courses are well planned and there are documented schemes of work and lesson plans available for taught sessions, which outline directed learning and supportive formative assessment activities to meet individual needs and to enable all students to become independent learners.

Students' progress is effectively monitored. There is appropriate pastoral and academic support from the course tutors and other specialist staff to assist all students with their learning. The support provided enables students to meet the expected outcomes of their courses and supports them in their entry to the world of work.

4.3 Student Welfare (spot check)

The standards are judged to be:

Met Partially Met Not Met

Comments

There are named staff that are responsible for student welfare, including safeguarding. They are suitably trained and readily available to students, with their contact details displayed around the site.

Prior to arrival, all students receive joining instructions, which cover the details of the centre and the course that has been booked. On arrival, all students are greeted at reception and each course has an appropriate

induction and welcome, with support being available throughout courses. International students receive the same detailed joining instructions and induction to courses as other students.

19.1 There is no specific information on living in the UK for international students to help them assimilate quickly into the culture and integrate more readily.

There are appropriate arrangements in place to ensure students are protected from discrimination, radicalisation and extremism or any abusive behaviour. These areas are referenced in the risk assessments, detailed policies and procedures and supported by appropriate staff training. Specific mention in the risk assessment of the Prevent duty should be considered by UKSA.

The terms and conditions of booking are clearly laid out on the Institution's website and confirmed through the information provided prior to confirmation of bookings. There is a detailed complaints procedure outlined on UKSA's website. The terms and conditions refer to matters relating to disability, but do not make reference to all anti-discrimination characteristics.

20.3 The BAC complaints policy is currently not incorporated into the Institution's complaints procedure.

The onsite residential accommodation is clean, safe and of a good standard, with effective security and welfare measures in place. The accommodation is inspected by external bodies and positive reports have been provided to UKSA.

There are appropriate fire, health and safety procedures in place throughout the site.

Appropriate arrangements for the separation of genders and those aged under 18 within the accommodation blocks are in place. Where students aged under 18 are accommodated, an appropriate adult is in residence.

There are appropriate facilities for recreation available on site, along with access to a range of off-site facilities. A social programme is organised, covering a good range of activities that are appropriately supervised.

4.4 Premises and Facilities (spot check)

The standards are judged to be:

Met Partially Met Not Met

Comments

The freehold of the site is owned by UKSA. Additional facilities required are secured with appropriate contracts in place.

The site is secure, with access to both the site and the buildings restricted and controlled. Any specific hazards are identified and well signposted, with appropriate measures in place to ensure health and safety.

The buildings provide appropriate space for all aspects of the Institution's operations, including teaching and learning, accommodation and social activities. All the buildings are in good order. A major renovation of the site, which is well under way, has enhanced the facilities over recent years.

On arrival, students and visitors are given a safety brief and instructions for emergency procedures are provided on visitor badges, which are required to be worn on a lanyard while visitors are on site. Toilet, shower and changing facilities are appropriate and clean, and the buildings have adequate heating, lighting and ventilation.

Classrooms and other learning spaces are of a suitable size and are adequate in number. The spaces used for specialist learning are well equipped to provide delivery opportunities of a good standard. There is adequate space on site that is suitable for undertaking assessments for all courses offered.

Students have access to a cyber cafeteria, classrooms and a resource area for private study. Staff have suitable private office space and access to classroom areas for work preparation and marking. Open access areas, where food and drink can be consumed, are available to staff and students for relaxation. For students that are not resident on site, there are secure lockers available.

The space and facilities available for staff to hold private meetings and undertake administrative tasks are suitable in number and size to ensure effective operations.

4.5 Compliance Declaration

Declaration of compliance has been signed and dated.

Yes No

PART C – SUMMARY OF STRENGTHS AND ACTION POINTS

STRENGTHS

UKSA has high-calibre staff, who provide good expertise in management and administration to ensure the effective delivery of a wide range of industry-focused courses.

Many staff have extensive industry experience, which enables effective context-setting and practical skills for teaching and ensures a successful learning experience.

UKSA has an extensive range of policies and procedures to ensure that student welfare is well managed, the implementation of which are overseen and led by an experienced adviser.

The premises and facilities are excellent and the implementation of the facilities development plan, which is well under way, is further enhancing the site.

ACTIONS REQUIRED

19.1 The Institution must provide specific information on living in the UK for international students.	<input checked="" type="checkbox"/> High	<input type="checkbox"/> Medium	<input type="checkbox"/> Low
20.3 The BAC complaints policy must be incorporated into the Institution's complaints policy.	<input checked="" type="checkbox"/> High	<input type="checkbox"/> Medium	<input type="checkbox"/> Low

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

It is recommended that the central files deposit is reviewed to ensure it includes the most recent risk assessments in all areas. In particular, to ensure that the risk assessments associated with the broad safeguarding agenda are updated and to ensure that the Prevent duty is specifically mentioned.

It is recommended that the terms and conditions are reviewed and updated in respect of equality to ensure that all protected characteristics are referred to, rather than just disability as at present.

COMPLIANCE WITH STATUTORY REQUIREMENTS – FURTHER COMMENTS, IF APPLICABLE

--