



## BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

### Short Course Provider (SCP) Candidacy / Stage 2 Inspection

**NAME OF PROVIDER:** Clear Corporation Training Ltd

**ADDRESS:** Office 511  
68 Lombard Street  
London  
EC3V 9LJ

**HEAD OF PROVIDER:** Mr Ade Adenikinju

**DATE OF INSPECTION:** 18 & 20 January 2021

**ACCREDITATION STATUS AT INSPECTION:** Unaccredited

**DECISION ON ACCREDITATION:**

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

DATE: 6 April 2021

### 1. Background to the provider

Clear Corporation Training Ltd (CCT/the Provider) is a privately owned training organisation. The owner is also the General Manager. CCT was incorporated in January 2019 and first delivered courses in summer 2019. It offers short, non-accredited courses for participants aged over 18 and has so far delivered two courses to 18 participants.

The administration office is based in the centre of London in the United Kingdom (UK). Courses are delivered at commercial venues in London that are hired by the Provider.

The Provider's vision is to provide value-added courses that make a difference in business, communities and the people within them. It aims to assist companies and participants in realising their set objectives through organising high-powered courses that address issues that are pertinent to their needs.

Oversight of all operational matters, together with the day-to-day management of the Provider, is provided by the General Manager, who is supported by a Human Resources (HR) Manager and an Administration Manager. A freelance educational consultant provides support on matters relating to educational management and curriculum development. Courses are designed and delivered by four freelance external training facilitators.

### 2. Brief description of the current provision

The Provider offers a wide range of unaccredited, face-to-face short courses, seminars, workshops and conferences aimed at the West African community and addressing key issues pertinent to the needs of the participants.

The subjects offered include Business and Management, Law, Environmental Science, Computer Science and Information Technology, Mining, and Oil and Gas.

Since incorporation in 2019, two closed courses have been offered and completed, covering Value Driving Leadership, and Mineral Processing Techniques. A total of 18 participants were enrolled, with most being male. All participants were aged over 18 years.

Closed courses, which are designed for specific clients, can be delivered at anytime and have no set entry requirements. Enrolment dates and detailed academic and English language requirements are set for all future open courses.

At the time of the inspection, there were no participants enrolled or booked on any of the Provider's courses.

### 3. Inspection process

The inspection was carried out remotely over one and a half days by one inspector. The inspector carried out discussions with the General Manager and educational consultant. A wide range of electronic documentation was scrutinised. The Provider was well prepared for the inspection and gave full cooperation to the inspector.

## PART B – JUDGEMENT AND EVIDENCE

The following judgements and comments are based upon evidence seen by the inspector 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 type="checkbox"/> Yes            | <input checked="" type="checkbox"/> No |

This standard is judged to be:

Met  Partially Met  Not Met

#### Comments

A clear management structure is in place and includes lines of accountability and responsibility. The structure is appropriate for the size of the Provider and is well supported by comprehensive job descriptions and detailed person specifications.

The General Manager is suitably qualified and fully understands the responsibilities of the role, and is effective in carrying out all aspects of the role. The General Manager is experienced in managing and developing educational provision and has a good knowledge and understanding of the educational needs of the Provider's target market within the West African community. The General Manager is supported effectively by an educational consultant on matters relating to educational management and curriculum development.

Communication between the General Manager and the rest of the Provider's staff is appropriate. Communication is either informal or undertaken through scheduled meetings. A wide range of effective electronic methods is used to ensure that those working remotely have full access to the General Manager and other relevant staff.

The Provider's aims are clearly stated on the website and are incorporated throughout the employee and participant handbooks and client training guidelines.

1.5 A formal written risk management strategy, which includes financial planning, is not yet in place. As a result, formal monitoring of risk is not possible.

#### 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**

Administrators are suitably qualified and experienced and understand and carry out their specific responsibilities effectively. The General Manager is currently undertaking the majority of the administrative functions during this stage of the Provider's development, with appropriate support from the Administration Manager and HR Manager. This is a suitable arrangement for the limited needs of the Provider at the current time. All administrative functions are clearly detailed in the organisation chart.

An appropriate range of administrative policies, procedures and systems is in place. These are implemented, updated and shared effectively with staff and participants through the employee and participant handbooks and client training guidelines.

Appropriate systems for the collection of data and its collation are in place and support the administration of the Provider effectively.

An appropriate system to record participants' and staff's personal details is in place and is regularly updated. Relevant personal details are accurately recorded. Appropriate policies and security systems ensure that this information and data are well protected.

**3. The provider recruits appropriate staff**

3.1	There are appropriate policies and effective procedures for the recruitment of suitably qualified and experienced staff which 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**

Policies and procedures for the recruitment of suitably qualified and experienced staff are appropriate for the size of the Provider and ensure that all staff are suitably qualified and experienced for their roles.

Experience and qualifications claimed are verified before employment, and accurate records are maintained.

An appropriate formal staff performance management policy is in place and detailed in the staff handbook. Staff will complete a self-assessment review before attending a yearly appraisal meeting.

3.4 However, the performance management process has not yet been implemented.

A suitable policy to support the Continuing Professional Development (CPD) of staff is in place and meets the needs of all of the current staff. The policy provides support for staff to undertake activities such as shadowing, participating in conferences and formal training.

**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 checked="" type="checkbox"/> Yes	<input 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 Provider's website is well developed and accurately details the Provider's location and ownership. The website provides a comprehensive, up-to-date and accurate description of the range of courses and services on offer.

4.3 The Provider's key policies are not accessible through the website, which reduces their accessibility to the Provider's stakeholders.

**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 checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
5.6	Overseas recruitment agents are properly selected, briefed, monitored and evaluated.	<input type="checkbox"/> Yes	<input type="checkbox"/> No <input checked="" 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**

All participants to date have been registered on closed courses. Participants on closed courses are sponsored by a client organisation that has arranged delivery of the course with the Provider. The course content is agreed between the Provider and the client, with no entry requirements set by the Provider.

Participants are selected by the client based on their current occupation, previous academic and English language achievement, and their professional development requirements.

Detailed academic and English language requirements will be set for all open courses once these are offered. A formal application and selection policy and process are in place and are used to ensure that participants enrolling on open

courses meet the entry requirements. The proposed procedure for participant enrolment is rigorous and includes initial assessments carried out during the pre-enrolment period.

The content of each closed course, and the methods of delivery to be used, are fully agreed with the client prior to delivery. All participants are provided with comprehensive information prior to the start of the course so participants' can make a final judgement on its suitability, or raise any concerns. All application enquiries are responded to in a timely manner.

Appropriate policies and effective systems are in place to identify participants who have special educational needs and disabilities requiring additional learning support or other assistance. The application process for both open and closed courses allows participants to declare any specific learning difficulties and physical disabilities. Wherever possible, appropriate arrangements are made by the Provider to meet any participant's declared needs.

**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 checked="" type="checkbox"/> Yes	<input 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 a clear policy on attendance and punctuality that is shared in the staff and participant handbooks. The policy is further covered in the staff and participant induction processes.

There is a clear process for recording and monitoring attendance. All absences are followed up promptly.

**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.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> 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.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
7.3	Feedback is obtained, recorded and analysed on a regular basis.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
7.4	The feedback is reviewed by management and appropriate action is taken.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
7.5	There is a mechanism for reporting to the participants what the provider has done in response to their feedback.	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> 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.	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
7.7	Action plans are implemented and regularly reviewed, with outcomes reported to management.	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

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

**Comments**

Systems for monitoring and reviewing the Provider's performance are appropriate for the size and current state of development of the organisation. Evaluation systems are effective and inform informal improvement planning to ensure that the necessary resources are in place to meet the developing needs of the Provider.

Appropriate mechanisms for obtaining feedback from participants and other stakeholders are in place. A meeting with the client sponsoring a closed course is held after delivery to ensure that the agreed aims of the course were met. In addition, participants complete an end-of-course questionnaire that invites participants to provide feedback on the course content, resources and the quality of teaching. Feedback is effectively recorded and reviewed.

7.5 There is currently no mechanism for reporting to the participants what the Provider has done in response to their feedback. Participants are therefore unaware whether their feedback has been actioned.

7.6 Reports are not 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. Consequently, the Provider does not have a clear overview of its performance.

7.7 Formal action plans are not always completed, implemented or regularly reviewed, with outcomes reported to management. As a result, it is not clear whether any identified actions are successfully completed.

## INSPECTION AREA – PARTICIPANT WELFARE

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

The General Manager is responsible for participant welfare. The General Manager is suitably experienced, accessible and available to all participants throughout their course to provide advice.

A wide range of information and advice and guidance is provided to participants prior to the commencement of their course. This includes detailed information regarding the content and aims of the course, as well as relevant details of the venue, its location and local transport links.

On arrival, participants receive a comprehensive induction. The participant handbook is provided and contains detailed information relevant to promoting and maintaining participants' well-being. A 24-hour emergency contact number, together with key staff contact numbers, including that for the Welfare Officer, are provided.

Policies and procedures to avoid discrimination and for dealing with any abusive behaviour, including cyberbullying, are in place and implemented effectively.

A suitable policy and effective arrangements are in place to protect participants from the risks associated with radicalisation and extremism. Appropriate risk assessments are in place and staff have undertaken relevant training.

The staff and participant handbooks have a clear e-policy that covers participants' on-site use of social media and devices such as mobile telephones, tablets and cameras.

Arrangements for collecting, collating and storing contact details for participants are appropriate and staff can quickly access the information if needed.

**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**

Comprehensive information is provided to international participants prior to arrival. Full details of the travel arrangements, together with detailed advice on the requirements for visiting the UK, ensure that participants are suitably prepared for their trip.

On arrival, a comprehensive induction process provides information on the local area and highlights whom to contact should there be an issue.

Support and guidance are available throughout the course from the General Manager and the course teacher, providing opportunities for participants to raise or discuss any issues.

The support provided takes into consideration religious and cultural considerations relating to the participants.

**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 checked="" type="checkbox"/> Yes | <input 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 apply for and are enrolled on courses under fair and transparent contractual terms and conditions. Appropriate refund arrangements and a cooling-off period are in place.

A clear and fair complaints procedure is in place and is available to all 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**

Participants are provided with appropriate information on local social opportunities, events and other leisure activities that may be of interest to them during their stay in London.

**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 checked="" 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 checked="" type="checkbox"/> Yes	<input type="checkbox"/> No <input type="checkbox"/> NA

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

**Comments**

The Provider has appropriate arrangements in place to ensure that it has access to suitable premises. A lease agreement provides administrative space within a managed building. All staff are currently working remotely and the premises are not used by participants or trainers.

Commercial venues are booked as needed for the delivery of the Provider's courses. At the time of the inspection, no venues were in use or booked.

**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 is not possible at this stage to form a judgement about the quality of the learning areas to be used. In addition, administrators are working remotely. A judgement for both will be possible after 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 that 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 is not possible at this stage to form a judgement about the quality of the learning areas to be used. A judgement will be possible after 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 is not possible at this stage to form a judgement about the quality of the learning areas to be used. In addition, administrators are working remotely. A judgement for both will be possible after 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

A clear vision for the future development of the provision is in place.	
The Provider has been successful in recruiting well-qualified trainers with excellent experience in their fields of expertise.	
Actions required	Priority H/M/L
1.5 The Provider must introduce a formal written risk management strategy, which includes financial planning.	<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low
3.4 The performance management system must be fully implemented.	<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low
4.3 The Provider must ensure that its policies are accessible through its website.	<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low
7.5 The Provider must introduce mechanisms for reporting actions resulting from feedback to participants.	<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low
7.6 The Provider must ensure that reports of performance reviews, including data analysis and action plans, are compiled at least annually.	<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low
7.7 The Provider must ensure that action plans are reviewed and reported to management.	<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low

### PARTICIPANT WELFARE

#### Provider's strengths

A comprehensive induction and participant handbook ensure that participants quickly settle into their course.	
Actions required	Priority H/M/L
None	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low

### PREMISES AND FACILITIES

#### Provider's strengths

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

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**COMPLIANCE WITH STATUTORY REQUIREMENTS**

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