



BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

MID-WAY PROBATION REVIEW (Short Course Provider)

PROVIDER: Centre for Regional and International Development

ADDRESS: 43 Reculver Walk
Maidstone
Kent
ME15 8QP

HEAD OF PROVIDER: Mr Nicholas Aitalegbe

ACCREDITATION STATUS: Accredited

DATE OF INSPECTION: 30 April 2021

ACCREDITATION COMMITTEE DECISION AND DATE: Continued probation accreditation, 19 July 2021

PART A – INTRODUCTION

1. Background to the provider

The Centre for Regional and International Development (CRID/the Provider) is a privately owned limited company. It offers a range of short training programmes of varying lengths of three to ten days in various areas of management. Self-employed trainers are hired, as required, to deliver the programmes.

In 2016, the Provider moved to premises with an administrative office and training rooms in Laser Quay on the Medway City Estate, Rochester in the United Kingdom (UK). It left these premises in June 2020. Since this time, the staff have been working from home. The Provider will be moving to new premises in Maidstone, Kent in the UK in July 2021.

The Provider has also set up satellite offices in some of its target countries, with the aim that these will operate using local or UK-based trainers who travel to delegates' countries. Staff in the satellite offices manage these programmes. It is only the UK operations that are accredited by the British Accreditation Council (BAC).

CRID's mission is to develop capacity in organisations at national, regional and local levels. Clients are mainly ministries and public sector departments and agencies. Participants are sent by clients to attend courses in the UK.

CRID is owned and run by a Director, who is supported by an Administrative Assistant. A part-time consultant fulfils the role of Quality Assurance Manager.

The Director has built up close relationships with a number of sponsoring organisations in Africa, recently in Kenya and Nigeria, and also in the United Arab Emirates.

2. Brief description of the current provision

CRID programmes are practically oriented and delivered face to face. They are designed to support organisations and individuals in building capacity and improving performance. They vary from general to specific management programmes, which all have a component focusing on sustainable development goals. Although the courses are structured to a standard format by CRID, they can be modified to meet individual client needs.

The courses aim to develop delegates' personal capacity in targeted areas within their sponsoring organisations. In order to help achieve this, CRID undertakes to build on individual delegates' personal development plans by providing ongoing e-mail support for at least a year after the end of a course.

At the time of the inspection, no courses were running. The most recent course that ran in the UK was in June 2019, for 17 participants from Nigeria. It focused on current trends in the petroleum industry and governance in emerging economies. All participants on CRID's courses are over the age of 18 and the majority are normally male. For the most recent course, all the delegates came from Nigeria.

The majority of courses are run between July and October, after funding has been agreed with the sponsoring organisations. Courses start on specific dates, but flexibility exists within the provision for these dates to change.

There are no entry requirements as it is the sponsoring organisations that choose the delegates to participate on the courses.

3. Inspection process

The inspection was conducted remotely by one inspector over half a day. Meetings were held with the Director. Documentation was scrutinised. Staff at CRID responded promptly to all requests for information.

4. Inspection history

Inspection type	Date
Stage 2	26 March 2010
Stage 3	17–18 February 2011
Interim	18 May 2012
Re-accreditation	15–16 May 2014
Interim & Supplementary	6 May 2016
Re-accreditation	27–28 September 2018
Interim	9 December 2019

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 provider.

1. Significant changes since the last inspection

The Provider has moved out of its most recent premises. Staff are working from home until they move into new premises in Maidstone, Kent, which it is proposed will take place in July 2021.

2. Response to action points in last report

4.2 Details regarding the programmes available on the website must be up to date and be clear that overseas courses are not accredited by BAC.

The website includes accurate details of the courses that are offered. It is made clear that the overseas courses are not accredited by BAC.

8.1 Effective systems for monitoring and periodically reviewing all aspects of CRID's performance must be developed and implemented.

A Customer Relationship Management (CRM) platform has been developed. This allows the Provider to monitor and review specific aspects of its performance. The platform has not yet been implemented as no activity has taken place since the last inspection. It will be implemented once activity has restarted.

8.2 CRID must compile reports, which present the results of the Provider's reviews and incorporate action plans.

A self-evaluation report was completed for the inspection that indicates strengths and those areas that need to be developed. From this, an action plan has been developed. The action plan is effective in specifying the actions necessary, the expected outcomes, the person(s) responsible, the date for completion and any financial implications.

8.3 Action plans developed must be reviewed to support continuous improvement.

An action plan was developed at the time of the inspection. This has not yet been reviewed.

11.3 CRID must arrange for observations of teaching and learning to take place.

This has not taken place as there has been no teaching since June 2019.

19.3 Reference to BAC's complaints policy must be removed from documentation provided to participants on courses overseas.

Reference to BAC's complaints policy has been removed from documentation provided to participants on courses overseas, and remains in information provided to participants attending courses in the UK.

3. Response to recommended areas for improvement in last report

It is recommended that information in the brochure makes it clear that BAC accreditation only applies to provision in the UK to provide prospective clients with an accurate understanding of the Provider.

This is now clearly indicated in the brochure.

The Provider should consider including signage outside the building to indicate that CRID is based there to enable visitors to find the premises easily.

The premises in question are no longer being used by the Provider.

It is suggested that, as part of the review of the website, access to information on courses is easier to locate.

This has not yet been completed as the review and redesign of the website are still under way.

The Provider should explore ways of increasing the number of participants who complete feedback forms to support the collation of more meaningful data.

A system has been established whereby participants can only receive their certificate of attendance at the end of a course once they have completed the feedback form.

PART C – SUMMARY OF FINDINGS

FURTHER WORK TO MEET OUTSTANDING ACTIONS

8.1 Effective systems for monitoring and periodically reviewing all aspects of CRID’s performance must be implemented.	<input type="checkbox"/> High	<input checked="" type="checkbox"/> Medium	<input type="checkbox"/> Low
8.3 Action plans developed must be reviewed to support continuous improvement.	<input type="checkbox"/> High	<input checked="" type="checkbox"/> Medium	<input type="checkbox"/> Low
11.3 CRID must arrange for observations of teaching and learning.	<input type="checkbox"/> High	<input checked="" type="checkbox"/> Medium	<input type="checkbox"/> Low

FURTHER WORK TO MEET OUTSTANDING RECOMMENDED AREAS FOR IMPROVEMENT

It is recommended that, as part of the review of the website, the information on courses is easier to locate

ADDITIONAL ACTIONS REQUIRED

Details regarding the Provider’s location, premises, facilities and the range and nature of the resources offered must be up to date to support participants in making informed choices	<input checked="" type="checkbox"/> High	<input type="checkbox"/> Medium	<input type="checkbox"/> Low
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ADDITIONAL RECOMMENDED AREAS FOR IMPROVEMENT (to be reviewed at the next inspection)

None