



BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

INTERIM INSPECTION (Short Course Provider)

PROVIDER: Europrotocol Ltd

ADDRESS: 20–22 Wenlock Road
London
N1 7GU

HEAD OF PROVIDER: Ms Dusha Vidanovich

ACCREDITATION STATUS: Accredited

DATE OF INSPECTION: 3 March 2021

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

PART A – INTRODUCTION

1. Background to the provider

Europrotocol Ltd (Europrotocol/the Provider) offers open and customised short courses for international organisations and governmental administrations. It was founded in 1999 and was registered in Slovenia. In 2004, the company moved to London in the United Kingdom (UK), and in 2012 was registered as a UK private limited company, with a single shareholder. A second minority shareholder, who is also a Director, joined the company in May 2015.

Europrotocol aims to deliver specialised training courses intended for government officials, diplomats, national and international civil servants, the staff of international organisations, business managers and administrative assistants in order to empower them and develop their professional skills.

The London administrative office is located in a rented managed office facility in central London, where the Provider has access to a mail-management service and Information Technology (IT) support, as well as office and meeting room space. The open public courses are run in good-quality hotels in London and Brussels, Belgium.

On a day-to-day basis, all aspects of Europrotocol's operations are managed by its main Director and majority shareholder. The main Director is supported by a part-time Programme Assistant and part-time Administrative Assistants, who also assist at the venues for the open courses.

The Provider opened an office in Dublin, Ireland in 2019. The British Accreditation Council (BAC) only accredits the in-person training provision that is offered in the UK and Brussels and managed from the London office.

2. Brief description of the current provision

Europrotocol delivers in-person training in a range of areas relating to international protocol and etiquette. These include diplomatic protocol, international business protocol, professional and social etiquette, cross-cultural communication, and public speaking. It offers its training courses both as open public events, which last from two to five days, and as customised in-house training courses delivered at clients' premises. One-to-one training sessions are also offered. The training may also include accompanied visits to organisations such as the Foreign, Commonwealth and Development Office and the European Council of the European Union.

Europrotocol also offers a one-week programme called Train the Trainer. This is targeted at training professionals who have set up their own protocol training business and the staff of companies who run in-house protocol training.

The training is carried out by the main Director, together with freelance trainers who are contracted for a single event or for a series of specific dates. Guest speakers are also used.

At the time of the inspection, there were no participants enrolled on programmes. Usually, participants come from a wide variety of organisations, including national embassies and international organisations, and are female. They come from a wide range of different countries, including Belgium, Germany, the Netherlands, Italy, Finland, Spain, the Dominican Republic, Malaysia, Armenia, Lebanon, Saudi Arabia, Pakistan, Iraq and the United States of America (USA). All participants are over the age of 18.

The open public courses have set start dates throughout the year. There are no specific entry requirements. Participants are generally employees holding high-level roles in national and international governmental bodies and have a good knowledge of international protocol and etiquette and speak good English. However, a pre-course assessment of suitability is carried out if required.

Participants are recommended to undertake the first level of the International Business and Diplomatic Protocol course before proceeding to the advanced course. The courses are also open to participants who are studying subjects relating to international protocol and etiquette.

3. Inspection process

The inspection was carried out remotely by one inspector over half a day. The inspector met with the Director. Documentation was sampled and scrutinised by the inspector. It was not possible to visit the London administrative premises. The Director co-operated with the inspector throughout the inspection.

4. Inspection history

Inspection type	Date
Full Accreditation	19, 28 May & 24 June 2014
Interim	2 December 2015
Spot Check	6 October 2017
Re-accreditation	23 October, 27 November & 11 December 2018

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 opened an office in Dublin in 2019. This office will carry out administrative functions when courses are running.

The Provider plans to begin online courses from May 2021. The content will be the same as for courses that were previously run face to face.

2. Response to action points in last report

There were no action points identified in the last inspection report.

3. Response to recommended areas for improvement in last report

The Provider should analyse its performance data, including the participants' feedback, so that year-by-year comparisons can be made and future improvement targets set and include this information in the annual activities report.

The Provider analyses performance data, including participants' feedback, and reports back to the Board annually. The Board then modifies the Provider's strategy and improvement targets accordingly.

The use of the newly created training observation record should be implemented for all training observations going forward in order to provide an audit trail of the quality of the training that is provided and the resulting feedback given to the trainers.

The Provider has not yet introduced the use of the training observation record. There is no formal audit trail of the quality of training and feedback given to trainers.

The Provider should consider providing specific information to its international participants on the life and culture in London and Brussels which is accessible prior to arrival.

The Provider has not yet provided specific information on course locations to its international participants.

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

There is a clear management structure led by the main Director. There is a Board of Directors that meets annually to review activities, the company's accounts and the strategic plan to ensure that the mission and vision are effectively implemented and that there is ongoing financial stability.

Prior to courses taking place, the Director carries out the majority of the administrative functions. While courses are running, the Director contracts administrative support through an agency with which she has a long-standing arrangement. The agency and the Director ensure that administrative staff are well qualified and experienced. Participant feedback indicates that administrative support is highly effective.

Information on the website and social media platforms is accurate, up to date and comprehensive. Both platforms include information about newly developed online courses. The relevant information is well organised and easy to find.

Participants are expected to hold high-level positions within their organisations. Application information on the website clearly sets out the benefits and requirements of courses for participants.

Participants' feedback is analysed and reviewed by the Director, who then reports back to the Board. The Board modifies strategy in response to participant feedback, ensuring that appropriate action is taken to adapt or change the course offer, design or delivery.

4.2 Teaching, Learning and Assessment (spot check)

The standards are judged to be:

Met

Partially Met

Not Met

Comments

During the past 14 months, the Provider has adapted its courses in preparation for online delivery. The Director and instructors have adapted course content and timetables to accommodate participants' needs and to accommodate the demands of online learning.

The main Director is responsible for all aspects of course management, including timetabling, allocation of trainers and oversight of resources. She has extensive experience in planning and designing courses, knows the venues and trainers well, and provides an excellent academic management structure as a result.

Trainers are highly qualified and experienced and have been working with the main Director for more than ten years. All trainers are observed by the main Director and all observations are followed up with feedback discussions. It is recommended that the previously developed observation evaluation document is used to capture trainers' strengths and areas to develop.

Performance and progress are monitored throughout the course. Participants who would benefit from additional support are offered supplementary training focusing on specific knowledge and skills. Consequently, participants are aware of their progress and are able to access extra support when needed.

4.3 Participant Welfare (spot check)

The standards are judged to be:

Met

Partially Met

Not Met

Comments

Participants are sent information prior to the start of the course. They are able to make enquiries for further information as necessary. Information includes the location, logistics, practical information and the Provider's contact information in the event of an emergency. The information is comprehensive and appropriate to the background and circumstances of the participants.

Most participants come from countries other than the UK. Information and advice on the website and in the joining information include comprehensive advice on travel, accommodation and security. However, there is no specific information about life and culture in London or Brussels.

The Provider has developed a number of appropriate policies and procedures, including a policy on abusive behaviour and an anti-radicalisation and extremism policy.

There are clear terms and conditions that include a complaints policy that makes appropriate reference to BAC's complaints policy.

4.4 Premises and Facilities (spot check)

The standards are judged to be:

Met

Partially Met

Not Met

Comments

The administrative premises have not significantly changed since the last inspection when they were visited. Compliance with these standards is, therefore, based on the outcomes of the previous inspection and no contrary indicators were noted during the current inspection.

The Provider has ongoing relationships with hotel venues that can provide access to good-quality premises for training purposes, when required.

4.5 Compliance Declaration

Declaration of compliance has been signed and dated.

Yes No

PART C – SUMMARY OF STRENGTHS AND ACTION POINTS

STRENGTHS

There is a clearly defined management structure with effective communication channels, ensuring that systems and procedures operate effectively.

Teaching and learning are well managed.

Course design, venues and trainers are managed effectively to ensure that the academic programmes meet participants' needs.

ACTIONS REQUIRED

None

High Medium Low

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

The use of the training observation record should be implemented for all training observations going forward in order to provide an audit trail of the quality of the training that is provided and the resulting feedback given to the trainers.

The Provider should consider providing specific information to its international participants on the life and culture in London and Brussels which is accessible prior to arrival.

COMPLIANCE WITH STATUTORY REQUIREMENTS – FURTHER COMMENTS, IF APPLICABLE

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