



## BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

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

**NAME OF PROVIDER:** InvestIN Education

**ADDRESS:** 322 High Holborn  
London  
WV1V 7PB

**HEAD OF PROVIDER:** Mr Hitesh Chowdhry and Mr Shameer Thobhani

**DATE OF INSPECTION:** 26 & 28 April 2023

**ACCREDITATION STATUS AT INSPECTION:** Unaccredited

**DECISION ON ACCREDITATION:**

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

DATE: 30 June 2023

### **1. Background to the provider**

InvestIN Education (InvestIN/the Provider) is a private education provider that was established in 2012. It delivers short, non-accredited career experience programmes for participants aged 12–18 years and has office premises in central London. InvestIN Education is a private limited company and was acquired by Dukes Education in May 2022. The Provider delivers programmes throughout the year, targeting 18 different career options.

InvestIN's in-person programmes will take place in the seminar rooms and lecture theatres at the University College London (UCL) campus. On the longer summer programmes, some of the training will also take place at various sites that relate to the particular focus of the programme the participant has selected to attend. These vary and include business headquarters, training centres, hospitals, airfields, museums and galleries. Online programmes are delivered live.

The Provider's aim is to offer young people the opportunity to experience elements of their chosen career area, through a range of immersive experiences, in order to enable them to make informed career decisions.

Overall oversight is provided by a Board. The Board consists of two Directors from Dukes Education as well as the two co-founders of InvestIN Education, who also act as Managing Directors (MDs). The MDs are supported by senior managers for business operations, programme management, partnership development, programme operations and the student experience. Industry specialists and part-time staff are deployed on a self-employed basis to support programme delivery, as required.

InvestIN can also access finance and Human Resources (HR) systems from Dukes Education.

### **2. Brief description of the current provision**

One-day, non-residential programmes are delivered on Sundays in the autumn, between October and early December, and again in the spring from late February to late March. Each programme focuses on a specific career, for example the Young Doctor Programme or the Young Architect Programme. The courses are delivered in person in London or are available live online.

In the summer, the Provider delivers in-person Summer Experiences of around five, ten or 15 days in London, with optional residential provision. Alternatively, participants are taught online over seven consecutive days. Summer programme cycles take place between the beginning of July and the beginning of September.

Programmes are delivered by Programme Managers and Operations Managers, who are permanent members of InvestIN staff, together with industry professionals who are hired on a consultancy basis. There are also current university students who work on a part-time basis and provide support to the participants.

The Provider is currently enrolling participants for the summer programmes, targeting 18 different professional careers. At the time of the inspection, 1,951 participants were enrolled for the 2023 summer programmes, of which 1,867 will be attending on-campus programmes and 84 will undertake online programmes.

Every programme has specific start- and end dates. Enrolment takes place online via the Provider's website, and potential participants are able to register online around nine months before a programme begins. There are no formal entry requirements.

### **3. Inspection process**

---

The inspection was carried out by one inspector over two days. One day was spent onsite and one was undertaken online. Meetings were held with one of the MDs, the Business Operations Director, the Programme Management Director, the Programme Operations Director, the Operations Director and the Head of Safeguarding. Documentation was scrutinised, and the office premises and facilities were inspected. It was not possible to inspect the premises that will be used for programme delivery or the residential accommodation. This will be carried out as part of the Stage 3 inspection. The Provider co-operated fully with the inspection.

## 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 Provider is very well managed. The management structure is defined in the organisation chart, and lines of responsibility are clear and well understood. The co-founders of InvestIN act as MDs and are effectively supported by senior managers in the areas of business operations, programme management, partnership development, programme operations and student experience. This ensures that there is comprehensive oversight of all necessary aspects of the provision.

Senior managers are suitably qualified and experienced and are fully committed to providing a high-quality experience for participants and exercising effective management.

Channels of communication are clear. The MDs regularly report to the Board of Directors, providing quarterly reports indicating business performance, ongoing and future strategies, and areas for development. Meetings with senior managers take place weekly, supplemented by email, telephone calls, chat and video channels and in-person contact. All employees have their own work mobile telephone.

InvestIN's goal, to provide young people with the information they need to make life and career choices, sits at the heart of what it does. This is communicated clearly to all stakeholders in written and spoken form and is well understood.

The Provider has a written risk management strategy that includes financial planning aspects that are provided by Dukes Education. The strategy is effectively implemented and regularly reviewed.

#### 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**

The administration of the Provider is efficient and effective. Administrators are suitably qualified and experienced and are placed within specific teams. The administrators have administrative responsibilities that they fulfill effectively and are specific to their particular role.

The size of the team is sufficient for the smooth running of the daily operations. Administrative support is well understood and clearly documented in job descriptions, policies and procedures.

Administrative policies, procedures and systems are regularly revised and are thorough, well documented and effectively disseminated through the staff onboarding process and appropriate documentation.

The Provider utilises effective management information systems to collect, collate and analyse data, and this supports administration and quality improvement processes very well. Weekly reports are provided to inform managers, which ensures they have access to the latest information and can take appropriate action as necessary.

All employee details are recorded on the company HR platform. Participants' records are detailed and comprehensive and updated as appropriate.

All staff have completed cyber-security training, and the Provider follows appropriate guidelines to protect the data of staff and participants. As a result, security is good.

**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 checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input 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 checked="" type="checkbox"/> Yes <input 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 makes good use of appropriate staff recruitment policies and recruits well-qualified and experienced staff. Self-employed staff are deployed for the summer programmes and sign an appropriate service level agreement.

References are taken up, and experience and qualifications are verified. All pre-employment checks, including identity checks, are completed appropriately. Application forms are assessed, and shortlisted candidates are interviewed face to face and complete an appropriate task to demonstrate suitability. Record-keeping is efficient and meticulous.

There is an effective system for regularly reviewing the performance of all staff. All full-time staff have monthly, one-to-one meetings with their line manager and performance appraisals every term. The associated documentation is clear and the outcomes are well recorded. On occasions, feedback arising from the appraisals is emailed to the staff member and is not always included in the appraisal document to ensure that everything is maintained in one place for audit purposes.

The Provider makes use of feedback collected from staff to inform other staff's appraisals and termly staff satisfaction and well-being surveys are also carried out. In any instances of underperformance, a written performance improvement plan procedure is put in place. Regular, scheduled course delivery observations will be carried out once programme delivery commences.

Staff are appropriately supported in their continuing professional development. There is an annual per-capita budget available to spend on personal and professional development courses for each full-time member of staff. Staff have access to the Dukes Education Hub, a platform with free access to online and in-person professional development modules. There are also termly, company-wide learning and development away days. As a result, staff enjoy excellent opportunities for continuing professional development.

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

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

**Comments**

Publicity materials are comprehensive and up to date. The website is clear and use friendly and provides an accurate depiction of the provision, with photographs of on-site activity and testimonials from previous participants.

The course information is accurate and comprehensive, and key policies are accessible through the website.

As a result, potential participants are able to gain a clear idea of what they can expect and are provided with the information they need to enable them to make informed decisions about which programme would best meet their needs.

**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 type="checkbox"/> Yes <input checked="" 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 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/or disabilities requiring additional learning support or other assistance.  Yes  No

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

**Comments**

InvestIN takes appropriate measures to enrol suitable participants. Programmes are tailored to participants' age groups, either 12–14 or 15–18 years. If a participant is slightly younger or older than the official age bracket, they must sign an agreement, endorsed by their parent or guardian, to confirm that they are aware of the age requirement and that they accept the policies and procedures involved.

It is made clear that participants' English language levels should be at an appropriate level against the Common European Framework of Reference (CEFR).

5.3 However, potential participants self-assess, and their English language level is not checked by the Provider to ensure that the participant will be suitable for the programme.

The student experience team manages the live enquiry channels with live chats, telephone calls and emails. Anyone interested in registering may book a careers consultation to discuss career aspirations and interests to support them in selecting the right programme. There are good opportunities for participants and their parents to discuss issues and to ask questions. The Provider has an appropriate target for responding to all enquiries, so that prospective participants receive information quickly.

The Provider takes stands at careers fairs and liaises with schools to provide useful information about the programmes to prospective participants. Recruitment agents and education consultants are thoroughly briefed and monitored closely by the partnerships team.

Two months prior to the summer programmes taking place, all those enrolled are required to submit a pre-arrival form where data is captured on their profiles. Potential participants are asked to self-disclose any disabilities or learning difficulties. They then complete a form to capture as much detail as possible about any additional needs. The participant and parent or guardian then has a follow-up call with the safeguarding lead so that decisions can be made about the additional support to be provided to ensure that all the participants' needs are met effectively.

**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.  Yes  No

6.2 Accurate and secure records of attendance and punctuality at each session are kept for all participants, collated centrally and regularly reviewed.  Yes  No  NA

6.3 Participant absences are followed up promptly and appropriate action is taken.  Yes  No  NA

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

**Comments**

There is a clear policy on attendance and punctuality, which is explained to participants before arrival and during induction. This forms part of a comprehensive behaviour matrix, which clarifies the standards expected and the consequences of non-compliance. The attendance policy is implemented effectively to ensure staff, trainers and participants are clear about the attendance requirements.

Registration takes place twice a day for non-residential participants and four times a day for residential participants. Participants register electronically using a code, and attendance is reviewed and collated within ten minutes.

The safeguarding team follows a step-by-step process on contacting absent participants and then their parent or guardian. Repeated unauthorised absences may lead to the participant being asked to leave the programme. As a result, the system is effective and will ensure high attendance levels.

**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 checked="" type="checkbox"/> Yes <input 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 checked="" type="checkbox"/> Yes <input type="checkbox"/> No
7.7	Action plans are implemented and regularly reviewed, with outcomes reported to management.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

**This standard is judged to be:**

Met  Partially Met  Not Met

**Comments**

Systems for monitoring and reviewing the quality of the provision are extremely thorough and include satisfaction surveys, appraisals, and, when courses are taking place, observation of the programme delivery.

InvestIN has a dedicated User Experience Researcher, who is responsible for gathering and analysing feedback from both participants and staff. Participant feedback is gathered via an electronic survey for every programme. On summer programmes, participants provide feedback on days one and three to enable fast action on any areas for improvement. Mid- and end-of-course feedback is also collected.

The results are collated and analysed and inform termly feedback reports. Feedback from other stakeholders, such as parents and teachers, is also collected at free events that are held for these stakeholders. The partner development team meets regularly with teachers at key schools where partnerships have been formed, to find out more about their participants' experience on the programmes.

Staff complete an anonymous staff satisfaction survey and are given the opportunity to provide comprehensive, anonymous feedback on all senior managers and colleagues. The findings are then shared at team meetings, and this data also informs actions for improvement.

Programme managers inform participants of the responses to their feedback the following morning, and this will also be visually displayed in halls of residence.

There is a clear commitment to continuous improvement, and the thorough self-evaluation report successfully identifies areas for development. Annual reports with headline results are shared with the Board. There are review days to analyse delivery of programmes.

Each team takes responsibility for its own area and analyses the results of performance reviews and discusses solutions. This is effective in informing actions for improvement and improving the participant experience. However, opportunities are missed to draw all the departmental reports together into an overarching document to facilitate communication and shared targets across the Provider.



Action plans are implemented and regularly reviewed. The action plans are team specific, and outcomes are reported to management. However, these are not drawn together into a shared, whole-organisation action plan to increase information-sharing and facilitate effective management monitoring and evaluation.

## 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 checked="" type="checkbox"/> Yes | <input type="checkbox"/> No <input 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

There is an extremely strong commitment to providing welfare support that is suitable for the age, background and circumstances of all participants. The Head of Safeguarding has overall responsibility for participant welfare and safeguarding. The Head of Safeguarding is very experienced and appropriately qualified. In addition, senior managers are also appropriately qualified and can, therefore, act in the role of safeguarding lead, if required.

During the summer programmes, up to 30 professionals are hired, on a fixed-term contract basis, to work exclusively within the safeguarding team. All of them have appropriate safeguarding training, as well as training in first aid. Industry professionals, who are brought in as needed, have enhanced Disclosure and Barring Service (DBS) checks and sign to confirm that they have read the safeguarding policy, code of conduct and the online safety policy.

Before the course starts, participants and their parents and guardians receive appropriate information, advice and guidance through the website, information sessions, and registration and information emails. The aspects covered include pastoral provision, safeguarding, location, expectations and programme content. Members of the student experience team answer any questions that arise, in addition to supplying information in print. Participants are therefore able to make informed decisions about whether the programmes offered will meet their needs.

Participants receive an appropriate induction. For the summer courses, residential participants arrive the day before the programme starts to ensure that they understand all the aspects of the residential experience before the programme begins. The first day of the programme features an induction for both residential and non-residential participants which covers health and safety, safeguarding, behaviour expectations, attendance, punctuality, individual

programme information, and the participant code of conduct. As a result, participants receive clear information that prepares them well for their learning experience.

There is always an on-site safeguarding lead available to support and act in an emergency. Participants are made aware of who this person is on each day. Participants are also issued with an emergency contact number for out-of-hours support and are well aware of whom they can go to for help and support.

The Provider has policies about how to deal with abusive behaviour, including cyberbullying and any form of discrimination, to ensure that clear boundaries are in place and that the participants are protected.

Effective safeguarding arrangements are regularly reviewed to protect participants. All staff have enhanced DBS checks and are appropriately trained in safeguarding. The Provider has invested in a new Single Central Record (SCR) system, which will become operational before courses start in the summer. This will make the checking of the necessary information even easier to ensure the protection of the participants.

Arrangements to protect participants from the risks associated with radicalisation and extremism include an appropriate policy, a risk assessment and training of all staff. There is also an e-policy, a filming and photography policy as well as staff and participant codes of conduct, which protect participants' safety effectively.

The Provider collects contact details for participants and appropriate staff can access the information quickly and easily. Participant records are comprehensive, contain all relevant contact details for participants' next of kin and are quickly accessible by appropriate staff.

Overall, effective arrangements are in place to ensure the safety of participants and staff.

**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 receive appropriate advice so that parents and their children have a clear understanding about what they can expect from attending the course. There are webinars available that include information on what to bring to the course, visas, accommodation, airport arrangements and frequently asked questions.

The induction, that is provided on arrival, covers appropriate matters about the local area and includes a reminder of expected behaviour when living in the UK and other useful supporting information. Therefore, the induction enables participants to settle in quickly to their study and living on campus.

Information and advice are available throughout the participants' programme, together with pastoral and welfare support.

Provision of support takes into account cultural and religious considerations. A prayer room can be requested and care is taken to talk about cultural differences and behaviour expectations as part of the induction, as well as the support available to help participants settle in quickly.

**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.  Yes  No
- 18.2 Participants have access to a fair complaints procedure, of which they are informed in writing at the start of the course.  Yes  No

**This standard is judged to be:**

Met  Partially Met  Not Met

**Comments**

Participants are treated fairly. Contractual terms are fair and transparent and are provided on the website. Refund arrangements are appropriate and include offering credit against another purchase if the participant can no longer attend the programme.

The Provider's complaints procedure is on the website and is also contained in the participant handbooks. It is also discussed as part of the induction programme. As a result, participants are well informed about the policy and how to make a complaint.

**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 that is adequate to meet the needs of participants.  Yes  No
- 19.2 Any residential accommodation, where participants under 18 are accommodated, is open to inspection by the appropriate authorities, including Ofsted.  Yes  No  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.  Yes  No
- 19.4 A level of supervision is provided that meets the needs of participants.  Yes  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.  Yes  No  NA

**This standard is judged to be:**

Met  Partially Met  Not Met  NA

**Comments**

It is the Provider's intention to use university halls of residence for the summer programme. An inspection of these premises will form part of the Stage 3 inspection.

**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 that both provides a safe and comfortable living environment for participants and is appropriately located for travel to the provider and back.  Yes  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.  Yes  No
- 20.3 The provider has appropriate contracts in place with any hosts, clearly setting out the rules, terms and conditions of the provision.  Yes  No
- 20.4 Appropriate advice and support are given to both hosts and participants before and during the placement.  Yes  No
- 20.5 Clear monitoring procedures are in place, with opportunities for participant feedback and prompt action taken in the event of problems.  Yes  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 checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input 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 checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input 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 checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input 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 checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA

This standard is judged to be:

Met  Partially Met  Not Met

**Comments**

Participants have access to an appropriate social programme and interesting activities in the local area. Free evening activities include quizzes, film nights, trips to local landmarks, games, music and sports. Participants are also provided with brochures that contain other choices of leisure activities.

The social programme is responsive to the needs and wishes of the participants. Participants are given opportunities to make suggestions about the content of the social programme. The activities are generally provided free of charge.

All social events or games are fully supervised by trained staff members. Participants of all ages are supervised or supported during in-house games and social options. All participants have a strict curfew, as outlined in the code of conduct.

Risk assessments and suitable safeguards are put in place for any off-site activities.

Participants can relax and socialise together and choose to join in with social activities if they wish. There are good opportunities for participants to enjoy and make the most of their leisure time.

**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**

InvestIN has an appropriate lease for its office space that provides comfortable and well-resourced premises for its staff.

All programme delivery venues are hired and are appropriate to the professional career-related delivery. This includes university or industry premises relevant to the participant's career choice.

**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 checked="" type="checkbox"/> Yes <input type="checkbox"/> No
23.2	The premises are maintained in an adequate state of repair, decoration and cleanliness.	<input checked="" 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 checked="" type="checkbox"/> NA
23.4	General guidance on health and safety is made available to participants, staff and visitors.	<input checked="" 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 checked="" 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 checked="" type="checkbox"/> Yes <input type="checkbox"/> No
23.7	There are toilet facilities of an appropriate number and level of cleanliness.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
23.8	There is adequate heating and ventilation in all rooms.	<input checked="" 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 that will be used for programme delivery. An inspection of these premises will form part of the Stage 3 inspection. Participants do not visit the office premises.

The office premises and facilities are of a high standard.

The office space is located in a shared building in central London. It is appropriately secured and restricted to staff and authorised visitors. The premises are clean and well maintained and very suitable for their purpose.

There are no hazardous areas.

Health and safety information is provided as part of the staff induction. There is a document for staff and visitors to use to sign in and out of the building to enable health and safety personnel to check that everyone has left the premises in the event of an emergency. General health and safety guidance is made available to staff and visitors.

Signage for fire exits is clear. Appropriate notices are displayed in the office providing information about fire exits and the assembly point, general contact details and office etiquette.

There is very good circulation space for the staff and suitable areas in which to receive visitors. Toilets are clean and of an appropriate number. Heating and ventilation are good in all areas.

**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.  Yes  No  NA

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

**Comments**

It was not possible to inspect the premises that will be used for programme delivery. An inspection of these premises will form part of 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.  Yes  No

25.2 Trainers have access to sufficient personal space for preparing teaching/training sessions, marking work and relaxation.  Yes  No  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.  Yes  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.  Yes  No

25.5 Administrative offices are adequate in size and are resourced for the effective administration of the provider.  Yes  No

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

**Comments**

The office space includes facilities for staff to relax and consume food and drink if required. The offices have appropriate spaces for staff meetings and are appropriately resourced for the effective administration of the Provider.

25.1 25.2 It was not possible to inspect the premises that will be used for programme delivery. An inspection of these premises will form part of 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

Very clear management structures provide effective accountability for all aspects of the provision.

The organisation of work is excellent, with very clearly documented systems and procedures to ensure a high-quality experience for participants.

There are thorough systems for monitoring the quality of the provision.

Excellent analysis of stakeholder feedback leads to good actions for improvement.

Actions required	Priority H/M/L
5.3 The Provider must put in place a formal process to ensure that participants have an appropriate level of English language competence.	<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low

### PARTICIPANT WELFARE

#### Provider's strengths

There are extremely thorough welfare and safeguarding systems to protect participants.

The strong commitment to safeguarding has led to all staff receiving appropriate levels of training in safeguarding and first aid.

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

There is attractive and well-resourced office accommodation which aids administrative efficiency and effective team-working.

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 should ensure that the staff appraisal documentation contains all the outcomes, including feedback, from the appraisal process.

It is recommended that the Provider draws together each department's review and analysis to form a comprehensive annual report, which is shared with the whole organisation.

InvestIN is recommended to merge separate action-planning into a single, whole-organisation quality improvement action plan to facilitate communication across departments and management monitoring.

The Provider should ensure that the software being installed for the SCR is fully operational before courses start in July.

**COMPLIANCE WITH STATUTORY REQUIREMENTS**