



BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

INTERIM VISIT AND SUPPLEMENTARY INSPECTION NEW / ADDITIONAL PREMISES (Short Course Provider)

PROVIDER: Training Square London Ltd

ADDRESS: 4th Floor
Vista Business Centre
50 Salisbury Road
Hounslow
London
TW4 6JQ

HEAD OF PROVIDER: Mohammed Shoeb Siddiqui

ACCREDITATION STATUS: Accredited

DATE OF INSPECTION: 11–12 January 2023

ACCREDITATION COMMITTEE DECISION AND DATE: Continued accreditation, 30 June 2023

PART A – INTRODUCTION

1. Background to the provider

Training Square London Ltd (the Provider) is a privately owned organisation that offers a range of short training programmes in Information Technology (IT).

The Provider's head office is in Hounslow, West London. It is situated on the fourth floor of a large, modern building. All in-person training takes place at the head office premises.

The Provider's mission is to support participants to improve their career prospects within a fast-evolving industry. The Provider aims to offer innovative IT training programmes to corporate organisations and individuals, delivered by certified trainers who are experts in advanced, industry-standard IT systems and applications.

The owner is also the Company Director. The Company Director is supported by a full-time General Manager, who is also responsible for the marketing of training programmes, and a full-time trainer, who is also responsible for product sales. The General Manager oversees the day-to-day administration of the organisation; however, all three members of staff share some administrative responsibilities as required. In addition, there are six part-time trainers who are recruited on a freelance basis as needed.

The Provider moved into new premises in May 2022.

2. Brief description of the current provision

The Provider offers short, non-accredited, IT-based training programmes in the United Kingdom (UK). The programmes are delivered in person and online.

The in-person training ranges from providing bespoke short courses to meet a client's needs for their employees, to enhancing IT skills for individuals and preparing participants for assessments to become certified with highly regarded, industry-related professional qualifications.

Training programmes range from one day to up to ten weeks in duration, depending on the client's and participants' needs. The Provider has capacity for approximately eight participants for in-person training at its head office premises.

For online delivery, the Provider has capacity for 20 participants for each training programme. Capacity for online training can be increased, depending on the client's and participants' needs.

At the time of the inspection, one in-person training programme was being delivered at the head office to a male participant from the UK aged over 18. No training programmes were being delivered online. Training programmes are only open to applicants over the age of 18. In-person and online training programmes are open to UK and international applicants.

Enrolment for the Provider's in-person and online training programmes is ongoing throughout the year.

There are no formal entry requirements for any training programmes. However, participants may be required to have their own access to a particular specification of hardware and software, as recommended by the Provider. Some training programmes also require participants to have experience within a certain subject area, and this is discussed with applicants prior to registration.

All training courses are intended to prepare participants for professional certification assessments with an external IT industry provider. The assessments leading to the certification are undertaken, at the participants' discretion, after the course delivery from the Provider has finished. No assessments are offered by the Provider or at its premises.

3. Inspection process

The inspection was conducted remotely over one and a half days by one inspector. Meetings were held with the Company Director, the General Manager, one full-time trainer and one participant. A tour of the head office premises and training areas was carried out, as well as an observation of an in-person training session. The inspector scrutinised various hard-copy and online documents. The availability of the information provided was good, and the Provider co-operated very effectively with the inspection throughout.

4. Background to the supplementary inspection

The supplementary aspect of the inspection has been carried out in order to review the new premises of the Provider.

5. Inspection history

Inspection type	Date
Full Accreditation	13 & 21 January 2021

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 moved into new premises in early May 2022.

All training courses are subject to ongoing review and updating based on a fast-evolving IT industry. This has resulted in some new Cloud Computing certification courses being offered, as well as the removal of some courses that are no longer a requirement within the industry.

2. Response to action points in last report

There were no action points identified in the previous inspection.

3. Response to recommended areas for improvement in last report

It is recommended that the Provider instigates a formal, documented system of all online training session observations undertaken.

All online virtual training sessions are recorded for quality assurance purposes. The Director listens to online training sessions that are selected at random in order to observe trainers virtually. The Director listens to at least one training session for each course, and the trainers are aware of this. This is not a documented process.

It is recommended that all staff undertake training in preventing radicalisation and extremism and that any staff who have undertaken training ensure that this is updated.

Not all staff have undertaken relevant training in preventing radicalisation and extremism.

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

The Provider is experienced in delivering training programmes and has been doing so for over 20 years. The most recently introduced virtual online training programmes follow the highly effective in-person model closely. As a result, the management, staffing and administration are effective for the type of provider and nature of the provision.

The staff structure is clearly stated in the Provider's organisational chart. All staff have clear and sufficiently detailed job descriptions that outline their responsibilities.

The Provider has an appropriate number of electronic management and administrative systems in place. All required administrative and quality assurance documentation is securely stored and can be monitored effectively. As a result, the systems appropriately support the effective management and administration of the provision.

Communications are good. Well-documented, regular meetings and associated activities across all levels of staff ensure there are clear channels of communication between management and staff, including those working full time or on a freelance basis. Consequently, all staff are aware of the Provider's priorities.

Administration is effective for staff and participants, and the team of full-time staff provides effective support as needed. Administrative duties are overseen by the General Manager, who is suitably qualified

and experienced. Administrative staff clearly understand their specific responsibilities and are effective in carrying these out, ensuring the effective day-to-day running of the Provider.

The Director is responsible for the recruitment and continuing employment of suitably qualified and experienced staff. Part-time staff, employed as freelance trainers, have been working with the Provider for several years and are highly reputable practitioners within the industry. The General Manager verifies the experience and qualifications of staff and trainers prior to issuing employment contracts to ensure a fair recruitment process and to maintain accurate records.

The performance appraisal system is effective for the regular reviews of staff performance. For the trainers, this includes training session observations. The training observations are clearly scheduled and monitored by the Training and Development Manager.

The Provider uses online social media platforms for publicity purposes. The website is currently in redevelopment. Online materials are up to date and informative regarding what the Provider aims to do, what it can offer potential participants and the details of its training programmes. Senior staff work well as a team to maintain the online content and to ensure that it is managed effectively.

Participant recruitment is undertaken effectively. The General Manager and the Director review all applications to ensure that participants are placed on appropriate courses for their age group, subject specialism and learning needs. This process enhances the appropriate recruitment of suitable participants, which is a high priority.

Participant attendance is recorded daily and at every session. Although unauthorised absences are rare, they are promptly followed up by the General Manager. This process is supported by an attendance and punctuality policy to ensure accurate records are maintained.

The Provider's annual report is used as a tool to monitor its performance for all aspects of the organisation, including staff and participant feedback. The General Manager is in the process of formalising an evaluative report after the delivery of every programme, including an action plan for the subsequent cohort.

The report includes details of participant and trainer feedback and the outcomes of training session observations.

4.2 Teaching, Learning and Assessment (spot check)

The standards are judged to be:

Met Partially Met Not Met

Comments

Teaching, learning and assessment are highly effective. The Provider is strongly committed to ensuring that participants receive a high quality of training, and participant feedback about the training is positive.

The Provider uses ongoing feedback from trainers and participants to ensure training programmes are designed in ways that support all participants and clients to succeed. Examples of positive feedback demonstrate that the Provider is reputable within the industry, resulting in many clients rebooking on training programmes.

Planning of all training programmes is of a high standard. All learning resources are internally standardised and quality assured by the Director and General Manager to ensure consistency. Scrutiny of training resources and observations of training sessions at inspection confirmed the high quality of the training offered.

Trainers are recruited based on their level of subject knowledge, training experience and communication skills. All training staff are required to update their curricula vitae (CVs) and continuing professional development (CPD) records annually. This facilitates the effective allocation of trainers to the programmes.

Trainers are highly enthusiastic regarding the maintenance of their own CPD. This is achieved through their professional employment in the industry, as well as through updating their own skills and qualifications in their specialist subject areas. Trainers are also supported by the Provider regarding any mandatory training requirements.

Trainers are very responsive to participants' needs and ensure they are inclusive by encouraging regular interaction. The Provider does not typically accept more than eight participants for each in-person programme, unless this is requested by a client. This ensures that its trainers can deliver high-quality, interactive sessions.

The trainers continuously check participants' understanding during and after the training sessions. Participant feedback demonstrated how committed trainers are to responding to their queries in class, as well as outside business hours when participants are undertaking self-study.

The goals of participants vary across programmes depending on the programme's duration, which ranges from one day to ten weeks. Programmes that last several weeks include weekly review sessions and opportunities for the trainers to review any evidence produced by participants, which is used to prepare them for professional certification assessments.

Feedback is given to individual participants on a regular basis, depending on the duration of the specific training programme and method of delivery. Feedback is developmental and tailored to meet the participants' specific needs and intended certification assessment.

All participants have access to a course adviser, who is also the trainer and who provides support outside the scheduled programme delivery times. In addition, all staff work closely together to ensure participants are fully supported prior, during and after they have completed their training course to ensure their expectations have been met.

4.3 Participant Welfare (spot check)

The standards are judged to be:

Met Partially Met Not Met

Comments

Participants receive welfare support that is appropriate to their age, background and circumstances. Once enrolled, participants have regular contact with their trainer, who is also their adviser regarding welfare concerns.

There is a fair and transparent enrolment procedure for all in-person and online training programmes. Participants are provided with clear contractual terms and conditions that are signed and dated. The terms and conditions include an appropriate refund policy.

Participants are provided with appropriate information on opportunities for participation in events and other industry-related activities that may be of interest. Although there is no formal social programme in place, the Provider encourages appropriate networking opportunities outside training sessions to sustain good working relationships between staff and participants.

There are some effective arrangements in place to protect participants from the risks associated with radicalisation and extremism. The arrangements are supported by an appropriate policy that is reviewed annually and a risk assessment. However, not all staff have undertaken appropriate training.

Participants have access to a fair complaints procedure, of which they are informed at induction. The Provider's complaints policy is accessible via the course handbooks.

4.4 Premises and Facilities (supplementary inspection)

The numbers below refer to the standards as presented in the short course provider scheme document and main full inspection report

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

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

Comments

The Provider has secure tenure agreements for its head office premises.
External premises are not used, as all training takes place at the head office or online.

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

There is appropriate, secure access to the Provider's head office through the entrance to the main building on the ground floor. The Provider is located on the fourth floor of the building, with offices, a kitchen and a fully equipped training room.

General guidance on health and safety is provided to staff and participants at their induction. There are clear notices and signage regarding fire and other health and safety procedures throughout the building, including the ground floor reception area and the fourth-floor provider premises.

The premises are spacious, effectively maintained and clean. They provide sufficient circulation space for the number of staff accommodated and to receive visitors. There are appropriately located toilet facilities on the premises that are clean and maintained daily.

There is good heating and ventilation in all rooms and training 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 checked="" 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 checked="" 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 checked="" type="checkbox"/> NA |

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

The Provider provides good access to a training room and other learning areas that are appropriate for the courses offered.

Participants have access to a large, spacious training room with individual workstations that are equipped with all required hardware and software. The training room also has modern teaching and learning audio-visual resources. It supports in-person delivery effectively, as well as the online delivery of training sessions.

No assessments take place at the Provider's premises.

25. There are appropriate additional facilities for participants and staff

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

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

The training room includes a library area with access to a range of hard-copy resources, such as books and training manuals. In addition to the training room, participants also have access to several smaller rooms that can be used for private study.

Trainers have access to the training room when it is not in use, as well as a staff room that provides for personal space as well as facilities for preparing training sessions and relaxation. In addition, there is a kitchen area that allows for relaxation at breaktimes if desired.

As well as the communal kitchen area on the fourth floor of the building, the ground floor has a good-sized canteen area that provides additional seating areas and the sale of hot and cold food and drinks.

The training room, when not in use, can be used as a flexible space to hold group or smaller private meetings. In addition, there is access to a staff room and a conference room on the second floor of the building that can be booked for more formal meeting requirements.

The staff room allows all three full-time members of staff to undertake administrative duties effectively. The larger training room is equipped with two desks for staff to use as needed. All required administrative resource needs, such as a secure internet connection, printing facilities and stationery, are provided for all staff and participants.

4.5 Online, Distance and Blended Learning (spot check)

The standards are judged to be:

Met Partially Met Not Met NA

Comments

The Director has overall responsibility for the management of the virtual online training programmes and is supported by the General Manager and the trainers. The same participant support and administration systems and processes are in place for online programmes as are in place for in-person programmes.

The General Manager oversees all programme registrations and liaises with the trainers to confirm attendance lists for each online course and individual training session. Although absence is rare, this allows for the General Manager to contact any missing participants efficiently.

The Provider has a sufficient number of trainers who can be deployed to deliver its online training programmes. All staff involved in training are suitably qualified and experienced within their field of expertise. They have also recently undertaken appropriate training using the Provider's online delivery application. This ensures that the training programmes are delivered to a good and consistent standard.

The Provider does not typically accept more than six participants for each online programme, unless requested by a client, to ensure that high-quality, interactive sessions are delivered.

The staff aim is for the virtual online courses to mirror in-person delivery as much as possible to ensure a high-quality service to all participants.

All training programmes have clear delivery plans in place that accurately reflect the course objectives and intended learning outcomes. These are clearly documented and sufficiently detailed. The Director and General Manager work closely with the trainers to standardise the online programme content. A range of methods ensures that the participants receive a varied and interactive learning experience.

Trainers are experienced in the in-person delivery of the Provider's courses and have received appropriate training in the use of the online applications. All staff, including the online trainers, receive an annual appraisal from the Director. This is an appropriate formal and documented process that can also identify any technical support needs.

The participant enrolment process is sufficiently detailed and clearly documented. Initial communications with participants clearly outline the level of digital literacy required for any training programme. In addition, hardware and software requirements are discussed prior to the start date of any courses and are appropriately supported by administrative and technical support staff as needed.

The Provider has effective systems in place to ensure participants are well informed and supported regarding the required study methods for its online courses. All participants receive a standardised induction at the start of their programme, and this is supported by a programme handbook. Participants are supported by their trainers, who also provide technical support throughout their online courses. This approach ensures that participants are well prepared to undertake their chosen programme.

The Provider uses a reputable online application to deliver its training programmes. The Provider is registered as a business user with the application, and the General Manager leads on the scheduling of the online training sessions. All staff are involved in the administration and delivery of the online training courses and have sufficient knowledge to provide the necessary technical support to participants.

4.6 Compliance Declaration

Declaration of compliance has been signed and dated.

Yes No

PART C – SUMMARY OF STRENGTHS AND ACTION POINTS

STRENGTHS

The introduction of live, online training follows the highly effective in-person model, and this ensures that all participants have access to real-time staff demonstrations, live interactions and an immediate response to queries within any training session.

The Provider uses ongoing feedback from trainers and participants to ensure programmes are designed in ways that support all participants to succeed.

Most freelance trainers are highly reputable practitioners within the IT industry. This provides participants with currency and an advanced training experience.

ACTIONS REQUIRED

All staff, including the trainers, must undertake training in preventing radicalisation and extremism.

High Medium Low

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

It is recommended that the Provider produces a written report to document the outcomes of the online training session observations undertaken.

COMPLIANCE WITH STATUTORY REQUIREMENTS – FURTHER COMMENTS, IF APPLICABLE

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