



## BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

### Short Course Provider (SCP) Re-accreditation Inspection

**NAME OF PROVIDER:** Hasting Business Training

**ADDRESS:** 45a London Road  
St Leonards-on-Sea  
East Sussex  
TN27 6AY

**HEAD OF PROVIDER:** Mr Isah M Abdullahi

**DATE OF INSPECTION:** 5 & 11–12 September 2023

**ACCREDITATION STATUS AT INSPECTION:** Accredited

**DECISION ON ACCREDITATION:**

- Re-accreditation awarded for the full four-year period
- Probation accreditation
- Decision on accreditation deferred
- Award of accreditation to be withdrawn

DATE: 25 January 2024

### 1. Background to the provider

Hastings Business Training (HBT/the Provider) is a privately owned training provider based in St Leonards-on-Sea in East Sussex. It offers unaccredited, short courses in management aimed at middle and senior managers to support their professional development.

Courses are delivered in the United Kingdom (UK), Dubai, Rwanda and Turkey. British Accreditation Council (BAC) accreditation only applies to the UK-based provision.

The administrative offices of HBT are located in St Leonards-on-Sea. Premises are hired in hotels in London for the delivery of the Provider's UK-based courses.

HBT aims to provide courses that meet the requirements of organisations as well as the individual Continuing Professional Development (CPD) needs of professionals. The Provider's goal is to provide specifically designed training courses that enable managers to assist organisations in realising their objectives and to embrace changes in technology. HBT seeks to make full use of technology in the delivery of training so as to continuously improve its services to clients.

HBT was established in St Leonards-on-Sea by the current sole proprietor in 2005. The sole proprietor, who is also the Principal, is closely involved in the day-to-day running of the organisation and is supported by an Administration Manager.

### 2. Brief description of the current provision

The Provider offers courses that are based on a wide variety of CPD and corporate strategy needs. The courses cover primarily the areas of corporate leadership and management, finance and accounting and Information Technology (IT). The Provider also offers courses that meet the needs of the petroleum and oil and gas industries, including petroleum economics and oil and gas accounting.

HBT also offers in-house courses to clients where a number of company executives wish to undertake identified skills and knowledge development.

The courses are targeted at suitably qualified graduate and postgraduate mature professionals. The employer organisation decides on and commissions the training and selects the participants from its staff based on their role and identified CPD requirements. All provision is delivered by freelance trainers who are specialists in their fields.

All courses are delivered in person with a trainer in relatively small groups throughout the year. The duration of each course ranges from one to two weeks. Occasionally, courses are provided on a one-to-one basis.

At the time of the inspection, one course was being delivered by HBT with four participants in a central London hotel. The majority of participants are male, with three from the UK and one from Nigeria. No participants under 18 years of age are recruited.

Enrolments take place throughout the year on a demand-led basis, which supports ongoing CPD for client organisations. There are no entry requirements.

### 3. Inspection process

The inspection was carried out by a single Inspector over two and a half days. Two days were carried out onsite, one at the training venue in London and one at the Provider's premises in St Leonards-on-Sea. The final half day of the inspection was conducted online. Meetings took place with the participants, the trainers and the Principal.

Teaching was observed, the premises were inspected and a range of documentation was scrutinised. The Provider co-operated fully with the inspection process.

#### 4. Inspection history

<b>Inspection type</b>	<b>Date</b>
Stage 2	2 September 2009
Stage 3	18 November 2009
Interim	21 October 2010
Re-accreditation	22–23 October 2013
Interim	23 February 2016
Re-accreditation	28–29 August 2018
Interim	18 November 2020

## 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 has a clearly documented management structure. The sole proprietor, who also acts as the Principal, is well qualified and very experienced in managing and delivering short-course provision. The Principal is supported by an experienced Administration Manager, who is knowledgeable about the provision. All duties and responsibilities are clearly set out in job descriptions, which provide clear terms of reference for individual staff members.

The Principal and the Administration Manager meet regularly to discuss the planning and management of the provision. Formal, quarterly meetings are also held with HBT's key trainers, who are kept updated on developments. Regular meetings and e-mails ensure the effective communication of any developments and the participant feedback received.

The Provider's website includes its mission and goals and is accessible to all stakeholders. The website is regularly reviewed by the Principal to ensure its accuracy.

The Provider has developed an appropriate risk management strategy and a risk assessment plan, which outlines the Provider's approach to the management of risks, including financial factors. The risk management approach is reviewed regularly by the Principal and the Administration Manager and updated as appropriate. This ensures that internal and external risks are consistently monitored and reflected in strategic planning.

#### 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 Manager is suitably qualified and experienced and has a clear understanding of the responsibilities of the role, as set out in the detailed job description, which she carries out effectively.

In practice, the administrative duties are carried out both by the Principal and the Administration Manager, which is sufficient to meet the day-to-day needs of the Provider. Roles and support are clearly defined and communicated to trainers, so that they know whom to approach about administrative matters.

All administrative policies are reviewed and updated at least annually and are available, as appropriate, through the Provider's website, handbooks and as part of participant and staff induction. This effectively ensures that staff and participants are provided with access to policies and understand the requirements.

Clear data collection and collation systems are in place, including for staff and participant records. These are regularly reviewed and kept up to date. The Provider ensures that all records are securely maintained in accordance with its data protection policy.

**3. The provider recruits appropriate staff**

3.1	There are appropriate policies and effective procedures for the recruitment of suitably qualified and experienced staff which include, for self-employed staff, the development of a signed performance service level agreement.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
3.2	Experience and qualifications are appropriately checked and verified before recruitment, and records are accurately maintained.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
3.3	The recruitment process for trainers working remotely includes a face-to-face online interview.	<input type="checkbox"/> Yes	<input type="checkbox"/> No <input checked="" type="checkbox"/> NA
3.4	There is an effective system for regularly reviewing the performance of all staff, which, for trainers, includes regular, scheduled course delivery observations.	<input 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 recruits appropriately experienced and qualified trainers for its courses, as set out in its recruitment policy. All trainers are recruited as self-employed professionals and sign a performance service level agreement.

Appropriate checks are made on qualifications and references before any offer of employment is made and following face-to-face interviews.

No trainers are recruited to deliver courses remotely.

The performance of all trainers is monitored during course delivery. Feedback is provided based on teaching observations and feedback from participants.

Any development needs are identified, and, where appropriate, support is provided. Administrative staff have an annual appraisal, and support is provided for their CPD to ensure the effective management and running of the Provider.

**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**

The website provides an accurate depiction of the Provider's location, premises, facilities and the range and nature of resources and services offered.

The information provided on HBT's website is clear and includes details of courses and learning outcomes in a detailed brochure, which is updated at least annually.

The website confirms that courses will be delivered in hotels in either central or south-east London. The information provided about the Provider's office location is clear.

All the key policies, including HBT's complaints procedure, are easily accessible on the Provider's website.

**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 type="checkbox"/> Yes            | <input type="checkbox"/> No <input checked="" type="checkbox"/> NA |
| 5.3 | A formal application and selection process ensures that participants meet the entry requirements.                                                                                                                   | <input type="checkbox"/> Yes            | <input type="checkbox"/> No <input checked="" type="checkbox"/> NA |
| 5.4 | Applicants are provided with sufficient information to enable them to make a judgement on the suitability of the courses and their delivery methods and can discuss any concerns before registration.               | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No                                        |
| 5.5 | The provider replies to all application enquiries in line with its appropriate target response times, and all stakeholders are briefed properly on the nature and requirements of its programmes.                   | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No                                        |
| 5.6 | Overseas recruitment agents are properly selected, briefed, monitored and evaluated.                                                                                                                                | <input type="checkbox"/> Yes            | <input type="checkbox"/> No <input checked="" type="checkbox"/> NA |
| 5.7 | The provider has effective systems to identify participants who have special educational needs and/or disabilities requiring additional learning support or other assistance.                                       | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No                                        |

**This standard is judged to be:**

Met  Partially Met  Not Met

**Comments**

The Provider ensures that the specific courses on which participants are registered are likely to meet the participants' and their employers' expectations and needs. The courses that participants attend are selected by their employers in line with the individual organisation's requirements.

The learning outcomes are clearly stated in the course descriptions provided on the HBT website, and employers are able to select appropriate courses to match the professional development needs of their employees.

The courses are aimed at middle to senior managers who hold degrees or equivalent higher level professional qualifications, and there are no formal entry requirements as such. All participants are fluent in the English language.

Since all participants are selected by employers for the courses, the Provider has no formal entry requirements or selection processes.

Participants are required to complete a registration form before the course begins. This allows the Provider to ensure any individual learner requirements are made available to the trainers delivering each course. Participants are also able to discuss any requirements at the start of the course.

All enquiries about courses are responded to promptly by a follow-up e-mail or telephone call to provide employers with any additional information needed to ensure that the chosen course will meet the needs of their employees and their CPD requirements.

The Provider does not make use of recruitment agents.

Discussions with the participants' employers are used to ascertain information about any additional educational or disability-related needs in order for these to be accommodated.

**6. There is an appropriate policy on participant attendance and punctuality and effective procedures and systems to enforce it**

6.1	There is a clear policy on participant attendance and punctuality, which is communicated to all participants and other stakeholders.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
6.2	Accurate and secure records of attendance and punctuality at each session are kept for all participants, collated centrally and regularly reviewed.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No <input type="checkbox"/> NA
6.3	Participant absences are followed up promptly and appropriate action is taken.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No <input type="checkbox"/> NA

**This standard is judged to be:**

Met  Partially Met  Not Met

**Comments**

Participants are expected to attend all sessions, and the clear attendance policy is provided to participants as part of their induction.

The attendance requirements are also communicated to their employers who are paying for the courses, providing a consistent understanding of attendance requirements.

Attendance records are clearly articulated and implemented. Records for each session are kept on a weekly course register, which makes it easy to spot any absences.

If participants fail to attend a session, they are contacted by telephone on the day of the absence. Any attendance concerns are reported to the employer who is sponsoring the participant.

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

This standard is judged to be:

Met  Partially Met  Not Met

### Comments

There are effective systems for monitoring and periodically reviewing the Provider's performance.

All participants complete a detailed end-of-course survey, and the information is collated and analysed to inform the review of each course and the Provider's quarterly management meetings. Any areas for development are addressed.

Feedback is also gathered from the Human Resources (HR) departments of the sponsoring employers, based on the short, post-course reports that participants complete for their employers.

Participants are also able to provide informal feedback to the trainers, the Administration Manager or the Principal, one of whom is normally present at the course delivery venue.

Where appropriate, actions are taken in response to such feedback, and participants are informed about any changes made. Any actions taken based on participants' end-of-course surveys are shared with the HR department of the sponsoring employer to pass on to participants, as appropriate.

Data is analysed and actions are put in place to address any weaknesses identified by participants.

End-of-course reviews are conducted based on participant feedback, and a new end-of-course report has been introduced for trainers to complete. This will inform the periodic review of provision in the future.

7.6 7.7 Monitoring or performance reports are not compiled annually, and no action plans are developed to review the Provider's progress.

## INSPECTION AREA – TEACHING, LEARNING AND ASSESSMENT

### 8. Course management is effective

8.1	There is a suitably qualified and/or experienced course manager or management team with responsibility for course delivery and the management of the trainers.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
8.2	Training sessions are timetabled and rooms are allocated appropriately for the courses offered.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
8.3	The allocation of trainers to courses provides a consistent learning experience, and delivery is monitored to ensure consistency across all provision.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No



8.4	The commissioning of individual course materials is managed effectively, and the content and style of the materials are checked to ensure standardisation across the provision.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
8.5	There are appropriate policies and procedures for the acquisition of teaching/training and learning resources, which ensure that all trainers have access to the appropriate quantity and quality of resources on the day(s) of the course for the benefit of the participants.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

**This standard is judged to be:**

Met    Partially Met    Not Met

**Comments**

The Principal is an experienced course manager and is responsible for the management of the course delivery and the allocation of suitable trainers. Suitably qualified and experienced trainers are recruited by the Principal based on the course requirements and employers' expectations. All trainers are experts in their field and experienced in delivering training.

Training sessions are timetabled and rooms are allocated appropriately for the courses offered. Training sessions are timetabled in rooms that provide comfortable and well-equipped facilities.

Regular teaching observations are undertaken to monitor the quality of delivery and to ensure a consistent learning experience. Trainers are appropriately allocated to courses based on their expertise and sector experience. They provide good-quality instruction, as evidenced in the post-course participant surveys.

Trainers develop and provide their own resources and support materials for each course they deliver based on their knowledge of current practice. The resources and materials effectively support the delivery of the courses. They are approved by the Principal to ensure that they are of an appropriate standard to meet participants' learning needs.

Where additional resources are needed, these are approved by the Principal in accordance with the resources policy, and purchased by the trainers, who are reimbursed as appropriate. As a result, the resources developed are clear, helpful and of a high quality.

**9. The courses are planned and designed in ways that enable participants to succeed**

9.1	The courses' design and content reflect current knowledge and practice and are regularly reviewed and revised.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
9.2	Courses are designed in ways that allow participants to develop the knowledge and skills required for final examinations and/or assessments or that meet the needs of their employers.	<input type="checkbox"/> Yes	<input type="checkbox"/> No <input checked="" type="checkbox"/> NA
9.3	Course materials are designed for a specific and clearly stated level of study and include appropriate support material.	<input type="checkbox"/> Yes	<input type="checkbox"/> No <input checked="" type="checkbox"/> NA
9.4	Course materials are appropriately presented and sufficiently comprehensive to enable participants to achieve the course objectives.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
9.5	Teaching/training sessions maintain an appropriate focus on any assessment objectives or statement of intended learning outcomes established by the awarding and/or examination body.	<input type="checkbox"/> Yes	<input type="checkbox"/> No <input checked="" type="checkbox"/> NA
9.6	The courses are designed so that participants are encouraged and enabled to develop independent learning skills.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No <input type="checkbox"/> NA
9.7	The academic and/or professional backgrounds and particular support needs of participants are taken into account in the planning and design of the course.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

**This standard is judged to be:**

Met    Partially Met    Not Met

**Comments**

The courses are planned and designed in ways that enable participants to succeed. Each course has clear learning outcomes, which are described on the Provider's website. Trainers design the content to reflect current subject knowledge and practice. Each time a course is delivered, materials are developed by the trainer to ensure the currency of information.

No final assessments or examinations are included as part of courses and there is no specific level of study associated with individual courses.

Participants are selected for courses by their employers to develop their knowledge and skills in line with the employer's requirements. Each course has good-quality materials designed to support the development of participants' understanding through an active learning and engagement delivery strategy.

While course materials do not have a particular stated level attached to them, they are set at graduate level to support the needs of the participants, who all hold higher level qualifications. Groupwork and class-based activities support the participants' independent learning skills effectively.

No formal assessments are conducted as part of the courses offered.

The participants are asked to complete a course registration form through which they can identify any specific support needs they may have, with the information being shared with trainers who can accommodate these needs in their delivery.

**10. Trainers are suitable for the courses to which they are allocated and are effective in their delivery**

10.1 Trainers have a level of subject knowledge and pedagogic and communication skills which allows them to deliver courses effectively.  Yes  No

10.2 Trainers are supported in their continuing professional development and are enabled to develop further pedagogic techniques to enhance the learning of participants.  Yes  No  NA

10.3 Trainers respond to the different backgrounds and particular support needs of participants in their delivery of the teaching/training sessions.  Yes  No

10.4 Trainers employ effective strategies to involve all participants in active participation and to check their understanding of concepts and course content.  Yes  No

**This standard is judged to be:**

Met  Partially Met  Not Met

**Comments**

All trainers have an in-depth knowledge of their subject area and are experienced in the delivery of courses and appropriate pedagogical methods. They all hold higher level qualifications and have many years' experience of working in their specialist sectors.

Trainers are employed to deliver particular courses on a self-employed basis and do not receive support with their professional development. However, the delivery is monitored through observations and feedback is provided as required to enhance the learning of participants.

The backgrounds and support needs of participants are appropriately managed as part of course delivery to enable participant engagement and active participation in learning. This allows trainers to check on participants' levels of understanding of the course content.

A range of activities are included as part of course delivery, allowing participants to check on their understanding of the content of the course.

**11. Participants receive appropriate assessment and feedback on their performance and progress, both of which are effectively monitored**

11.1	Courses include a schedule of assessments, the procedures and criteria for which are available in writing and are provided in advance to participants and trainers.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input checked="" type="checkbox"/> NA
11.2	Ongoing assessments appropriately reflect the content and standards of final assessments.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input checked="" type="checkbox"/> NA
11.3	Assessment outcomes are monitored to enable the identification of participants who are not making satisfactory progress, and prompt intervention takes place if required.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input checked="" type="checkbox"/> NA
11.4	Participants are made aware of how their progress relates to their target level of achievement.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input checked="" type="checkbox"/> NA
11.5	Additional support and/or advice on alternative programmes are provided to participants who are judged not to be making sufficient progress.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input checked="" type="checkbox"/> NA
11.6	Feedback is given to individual participants on a regular basis, tailored to meet their specific needs and constructive in its nature and delivery.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
11.7	Participants have appropriate access to trainers outside the scheduled course delivery time.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> NA
11.8	The provider takes appropriate steps to identify and discourage cheating and plagiarism and penalises offenders.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input checked="" type="checkbox"/> NA
11.9	Realistic deadlines are set and communicated well in advance to participants, and any required coursework and revision periods are scheduled in advance.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input checked="" type="checkbox"/> NA
11.10	Prompt action is taken when participants miss deadlines or when the work submitted is not of a satisfactory standard.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input checked="" type="checkbox"/> NA

**This standard is judged to be:**

Met    Partially Met    Not Met

**Comments**

Participants receive appropriate feedback on their performance and progress.

Formal assessments do not form part of the courses delivered and there are no target levels of achievement set that require monitoring. Once a participant is undertaking a course, it is not possible to move to an alternative programme.

Trainers set activities for participants to complete on which they receive formative feedback, which supports their understanding of the application of concepts covered.

Where a participant is not making the expected progress in developing their understanding, additional, individual support is provided by the trainer, and activities are specifically tailored to meet the participant's needs.

Participants have access to trainers outside class time through e-mails and telephone calls, and there are opportunities for informal contact during refreshment breaks and at lunchtime. Participants confirm that trainers are approachable and helpful and respond promptly to any questions or requests for additional support.

As no formal assessments take place, a plagiarism policy is not needed and there are no deadlines, coursework or revision periods.

**12. The provider offers courses leading to accredited awards granted by recognised awarding bodies**

**This standard is judged to be:**

Met    Partially Met    Not Met    NA

**Comments**

**13. There is a clear rationale for courses leading to unaccredited or internal awards, i.e. awards that are made on the basis of the outcomes of formal internal assessment methods**

- 13.1 There is a clear statement of the level claimed relative to the RQF, CQFW or SCQF and evidence that participants who receive the award meet the stated requirements for that level.  Yes  No  NA
- 13.2 There is evidence of the extent to which the awards are accepted for the purposes of employment or further study.  Yes  No  NA
- 13.3 External moderators are involved in the assessment process.  Yes  No  NA

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

**Comments**

**14. There are satisfactory procedures for the administration of examinations and other means of assessment**

- 14.1 The provider complies with the requirements of the relevant awarding bodies in terms of examination security and administration.  Yes  No  NA
- 14.2 For internal awards, there are effective systems in place for examination security and administration.  Yes  No  NA
- 14.3 For internal awards, there are clear procedures for participants to appeal against their marks.  Yes  No  NA

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

**Comments**

**15. There is appropriate provision of advice for participants intending to proceed to employment or higher/further education**

- 15.1 Participants have access to advice from an appropriate staff member on further study and career opportunities.  Yes  No  NA
- 15.2 If the provider offers courses preparing participants for higher/further education, they have access to prospectuses and advice from a designated staff member both on selecting courses and institutions and on the application process.  Yes  No  NA

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

**Comments**

## INSPECTION AREA – PARTICIPANT WELFARE

### 16. Participants receive welfare support appropriate to their age, background and circumstances

16.1	There is at least one named staff member responsible for participant welfare who is suitably trained and/or experienced, accessible to all participants and available to provide advice.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
16.2	Participants receive appropriate information, advice and guidance before the start of the course.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
16.3	Participants receive an appropriate induction and relevant information at the start of the programme.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
16.4	Participants are issued with a contact number for out-of-hours and emergency support.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No <input type="checkbox"/> NA
16.5	The provider has policies to avoid discrimination and a procedure for dealing with any abusive behaviour, including cyberbullying, and these are effectively implemented.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
16.6	Effective safeguarding arrangements are in place for participants under the age of 18 and vulnerable adults, which are regularly reviewed.	<input type="checkbox"/> Yes	<input type="checkbox"/> No <input checked="" type="checkbox"/> NA
16.7	A suitable policy and effective arrangements are in place to protect participants from the risks associated with radicalisation and extremism.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
16.8	There is an e-policy in place that references any existing staff and participant codes of conduct and covers participants' on-site use of social media and devices such as mobile telephones, tablets and cameras.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No <input type="checkbox"/> NA
16.9	The provider collects contact details for participants and their next of kin, and appropriate staff can access the information quickly and easily, in and out of normal operating hours.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

This standard is judged to be:

Met  Partially Met  Not Met

### Comments

The Administration Manager and the Principal are suitably experienced and qualified and are able to provide any appropriate welfare support to meet the participants' needs. Participants are made aware of the Administration Manager's and Principal's availability and their contact details as part of the course induction.

All participants receive a formal induction at the start of their course, which includes relevant information about learning outcomes and contact details, including out-of-hours and emergency support and the course handbook. Participants receive the handbook from their HR manager in advance of the course.

The Provider has a clear policy for dealing with abusive and anti-social behaviour, including discrimination, which is set out in the delegate handbook and on the Provider's website for ease of access.

The Provider does not enrol participants under the age of 18 years.

A clear and appropriate policy and risk assessment plan are in place to protect participants from the risks associated with radicalisation and extremism. These are available to participants and employers on HBT's website. The Principal and the Administration Manager have both undertaken training to protect participants from the risks associated with radicalisation and extremism. Freelance trainers receive appropriate information on this as part of their induction.

A clear policy on the use of social media is in place. This provides guidance on the use of social media and electronic devices to all participants, trainers and staff, and includes clear guidance on cyberbullying and the associated penalties. The Provider has had not any reported cases of the misuse of social media.

Participants are registered with the Provider by their employer's HR department, and participants provide details of their contact information as part of course registration. The participants' key contact is their HR manager, and the information is accessible to the Principal as needed.

Additional information is provided by participants as part of their course registration form, including details of next of kin. This information is accessible to the Principal in the case of any emergency.

**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 are provided with the necessary advice and assistance to meet their needs. Travel arrangements are made for participants by their employer, including accommodation as required.

On participants' arrival, the Provider ensures that participants receive an appropriate induction, including information on the local area and places of interest they may like to visit. Further information and guidance are available to participants throughout their course, as required.

Appropriate arrangements are made to take into account any cultural or religious considerations, including information on places of worship and dietary requirements.

**18. The fair treatment of participants is ensured**

- |      |                                                                                                                                                                                         |                                         |                                                         |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------|---------------------------------------------------------|
| 18.1 | Participants apply for and are enrolled on courses under fair and transparent contractual terms and conditions, which include appropriate refund arrangements and a cooling-off period. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No                             |
| 18.2 | Participants have access to a fair complaints procedure of which they are informed in writing at the start of the course.                                                               | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No                             |
| 18.3 | Participants are advised of BAC's complaints procedure.                                                                                                                                 | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No <input type="checkbox"/> NA |

**This standard is judged to be:**

Met  Partially Met  Not Met

**Comments**

Fair and transparent terms and conditions for enrolment on courses, along with fees, are available on the Provider's website and in the course brochure.

Details of the refund policy are provided to employers as part of the booking procedure and include an appropriate cooling-off period.

An appropriate complaints policy and procedure are made available to participants in the delegate handbook as part of induction. Clear reference is also made to BAC's complaints procedure.

**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.                                                                | <input type="checkbox"/> Yes | <input type="checkbox"/> No                             |
| 19.2 | Any residential accommodation, where participants under 18 are accommodated, is open to inspection by the appropriate authorities, including Ofsted.                              | <input type="checkbox"/> Yes | <input type="checkbox"/> No <input type="checkbox"/> NA |
| 19.3 | Clear rules regarding fire safety and other health and safety procedures are in place, and appropriate precautions are taken for the security of participants and their property. | <input type="checkbox"/> Yes | <input type="checkbox"/> No                             |
| 19.4 | A level of supervision is provided that meets the needs of participants.                                                                                                          | <input type="checkbox"/> Yes | <input type="checkbox"/> No                             |
| 19.5 | Appropriate measures are in place to ensure that participants under the age of 18 and those over the age of 18 are separated when allocating accommodation.                       | <input type="checkbox"/> Yes | <input type="checkbox"/> No <input type="checkbox"/> NA |

**This standard is judged to be:**

Met  Partially Met  Not Met  NA

**Comments**

**20. The welfare of participants in home-stay accommodation is ensured and the provider's relationship with the hosts is properly managed**

- |      |                                                                                                                                                                                                        |                              |                             |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|-----------------------------|
| 20.1 | Due care is taken in selecting home-stay accommodation that both provides a safe and comfortable living environment for participants and is appropriately located for travel to the provider and back. | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 20.2 | Any home-stay accommodation is inspected before participants are placed and is subject to regular re-inspection by a responsible representative or agent of the provider.                              | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 20.3 | The provider has appropriate contracts in place with any hosts, clearly setting out the rules, terms and conditions of the provision.                                                                  | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 20.4 | Appropriate advice and support are given to both hosts and participants before and during the placement.                                                                                               | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 20.5 | Clear monitoring procedures are in place, with opportunities for participant feedback and prompt action taken in the event of problems.                                                                | <input type="checkbox"/> Yes | <input type="checkbox"/> No |

**This standard is judged to be:**

Met  Partially Met  Not Met  NA

**Comments**

**21. Participants have access to an appropriate social programme and information on leisure activities in the local area**

- |      |                                                                                                                                                           |                                         |                                                                    |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------|--------------------------------------------------------------------|
| 21.1 | Participants are provided with appropriate information on opportunities for participation at events and other leisure activities that may be of interest. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No                                        |
| 21.2 | The social programme is responsive to the needs and wishes of participants.                                                                               | <input type="checkbox"/> Yes            | <input type="checkbox"/> No <input checked="" type="checkbox"/> NA |
| 21.3 | Any activities within the social programme have been chosen with consideration for their affordability for the majority of participants.                  | <input type="checkbox"/> Yes            | <input type="checkbox"/> No <input checked="" type="checkbox"/> NA |

- |      |                                                                                                                                                           |                              |                             |                                        |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|-----------------------------|----------------------------------------|
| 21.4 | The activities organised by the provider are effectively supervised by a responsible adult representative with suitable qualifications and/or experience. | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input checked="" type="checkbox"/> NA |
| 21.5 | Off-site social activities are subject to an appropriate risk assessment, and suitable safeguards are put in place as a result.                           | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input checked="" type="checkbox"/> NA |

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

**Comments**

Participants are provided with information about activities available in the local area, as well as information about shopping. A dinner is hosted for participants, usually on the final evening of their course.

No formal social programme or activities are organised. All participants are professional adults and are encouraged to let the Provider know of any activities they may be interested in.

No supervision of adult participants is required for any organised activities and risk assessments are therefore not needed.

**INSPECTION AREA – PREMISES AND FACILITIES**

**22. The provider has formal arrangements in place that mean it has possession of and/or access to suitable premises**

- |      |                                                                                                                  |                                         |                                                         |
|------|------------------------------------------------------------------------------------------------------------------|-----------------------------------------|---------------------------------------------------------|
| 22.1 | The provider has formal arrangements in place that mean it has possession of and/or access to suitable premises. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No                             |
| 22.2 | The provider has access to suitable external premises of a temporary or occasional nature for training purposes. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No <input type="checkbox"/> NA |

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

**Comments**

The Provider owns its office premises in St Leonards-on-Sea.

All courses take place in hotels with suitable conference facilities, which are rented by the Provider for the duration of each course.

**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

Access to the office premises is secure, and entry is controlled through an intercom system. Training venues have appropriate security provided by the hotel and conference staff.

Both the Provider's office premises and the training venues are clean, well maintained, with appropriate health and safety arrangements in place.

There are no areas of particular hazard in either the administrative or training delivery premises.

Clear guidance on health and safety is provided to participants, staff and visitors to the Provider's administration offices. There is clear signage and notice boards that provide general information in the training areas. Signage in the training venue is clear and appropriate.

Both the administrative offices and training venue provide good circulation space, and the offices have a reception area for receiving visitors. Toilet facilities are sufficient, and heating and ventilation are appropriate in both the training venue and the office premises.

#### 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 training venue visited during the inspection provides good-quality, comfortable accommodation that meets the needs of the participants and trainer. Participants commented favourably on the training facilities.

Appropriate IT facilities are provided, as well as internet access for participants to access information as needed, which supports effective course delivery.

No assessments are conducted as part of the courses offered.

#### 25. There are appropriate additional facilities for participants and staff

- |      |                                                                                                                                                                                                 |                                         |                                                         |
|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------|---------------------------------------------------------|
| 25.1 | Participants have access to sufficient space, which could include a library and suitable Information Technology (IT) facilities so that they can carry out their own private work and/or study. | <input 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                             |

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

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

**Comments**

There are appropriate additional facilities for participants and staff.

Participants are provided with internet access to support their studies at the training venue, including their own private work as required.

Participants and trainers have appropriate spaces for relaxation and the consumption of refreshments in a break-out area, and in the restaurant and coffee shop in the training venue.

The training rooms are used for meetings and course preparation activities as required when sessions are not taking place and provide spacious accommodation.

The administrative offices are well resourced and spacious, supporting the effective administration of the Provider.

**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

Well-qualified and experienced senior managers provide effective management and administration of the provision.

Information on the Provider's website is clear, accurate and up to date, providing good-quality information on the courses offered.

Actions required	Priority H/M/L
7.6 The Provider must compile an appropriate annual report, which includes action plans, based on its analysis of data and participant feedback-	<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low
7.7 Action plans must be implemented and regularly reviewed.	<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low

### TEACHING, LEARNING AND ASSESSMENT

#### Provider's strengths

Highly qualified and experienced trainers provide a participant-centred learning experience.

Clear and robust course materials are provided, and these support participants' understanding and provide useful reference materials for the future.

Actions required	Priority H/M/L
None	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low

### PARTICIPANT WELFARE

#### Provider's strengths

An appropriate level of support is offered to participants attending the Provider's courses so that they fully engage with the learning content.

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

Good-quality, comfortable training venues provide a well-resourced learning environment that participants appreciate and that supports a good-quality learning experience.

Actions required	Priority H/M/L
None	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low

### RECOMMENDED AREAS FOR IMPROVEMENT

To be reviewed at the next inspection

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**COMPLIANCE WITH STATUTORY REQUIREMENTS**

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THE INSPECTION WAS CARRIED OUT BY:

Miranda Hobart	Lead Inspector
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