



## **BRITISH ACCREDITATION COUNCIL INSPECTION REPORT**

### **INTERIM INSPECTION (Short Course Provider)**

**ORGANISATION:** CIPD Training

**ADDRESS:** 151 The Broadway  
Wimbledon  
London  
SE19 1JQ

**HEAD OF ORGANISATION:** Sue Upton

**Accreditation status:** Accredited

**Date of inspection:** 24 February 2016

**ACCREDITATION COMMITTEE DECISION AND DATE:** 14 April 2016

## **PART A - INTRODUCTION**

### **1. Background to the organisation**

The Chartered Institute of Personnel and Development (CIPD) is the leading body in the UK for those working in personnel management and human resource management. With some 140,000 members worldwide, the organisation is recognised by the Office of Qualifications and Examinations Regulations (Ofqual) as a regulated course accrediting and awarding body. It also provides courses of education and training through CIPD Enterprises Ltd and CIPD Training. CIPD Training, first accredited by BAC in 2009 is a legally constituted part of CIPD Enterprises Ltd. Actions and recommendations were acted upon and the organisation's management systems and quality assurance procedures were further developed.

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

CIPD delivers training at a variety of leased premises and also through the delivery of in-house, bespoke, corporate training. Some courses are on offer to a general audience but much provision is for more specialist human resource practitioners. Delivery varies from face to face provision in classrooms, through to blended, open and distance learning. The duration of short courses is normally one or two days. Courses cover a variety of topics related to personnel and human resource management. CIPD Training uses Associates (CIPD members) as expert tutors to deliver training.

The CIPD head office in Wimbledon is not used for training, which is delivered in premises leased in central London and around the country, including Manchester and Cardiff.

Longer CIPD courses lead to a variety of qualifications, many accredited. Accredited provision comes from the CIPD portfolio and from other Ofqual-recognised awarding bodies. Some learning resources and learner support are delivered online with live discussion forums, webinars, online tutorial support and provision of learning material. Some courses are delivered outside the UK.

### **3. Inspection process**

The inspection was undertaken by one inspector during an afternoon at the head office of CIPD, where the inspector met with the Centre and Training Manager and the Accreditation & Quality Officer at the CIPD head office. This inspection is in relation to UK provision only.

### **4. Inspection history**

Full accreditation:	8 and 11 September 2009
Interim inspection:	28 October 2010
Reaccreditation Inspection:	14, 15 and 17 October 2013

## PART B – JUDGEMENTS 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 provider

### 1. Significant changes since the last inspection

Short courses are now provided by a training centre within a directorate dealing with Members and Markets, following developments within the CIPD administration.

### 2. Response to actions points in last report

*17.4 Participants should be issued with a contact number for out of hours emergency support. (low priority)*

Out-of-hours support would not apply in the case of those participants (both members and other professionals dealing with human resources) attending one-day training courses; in the case of two-day courses participants have not indicated such a requirement. The Training Centre has consequently been unable to justify the introduction of out-of-hours support.

*It was recommended that action to ensure quality should continue within CIPD Training.*

The Training Centre elicits participant feedback both on paper at the end of each short course and by sending an invitation to complete an online questionnaire, six weeks after the course. The Centre has a small group of full-time short course managers who, with the Centre and Training Manager, review the quality of provision on a day-to-day basis and in a periodic strategic review.

### 3. Compliance with BAC accreditation requirements – spot check

#### 3.1 Management, Staffing and Administration

	Met	Partially met	Not met	NA
The standards are judged to be	✓			
<b>Comments</b>				

#### 3.2 Teaching, Learning and Assessment

	Met	Partially met	Not met	NA
The standards are judged to be	✓			
<b>Comments</b>				

#### 3.3 Participant Welfare

	Met	Partially met	Not met	NA
The standards are judged to be	✓			
<b>Comments</b>				

### 3.4 Premises and Facilities

	Met	Partially met	Not met	NA
The standards are judged to be	✓			
<b>Comments</b>				

**PART C – SUMMARY OF STRENGTHS AND ACTION POINTS**

**Institution’s strengths**

CIPD is staffed by committed and highly experienced staff who come together to provide courses whose high standards are recognised, both nationally and internationally. Expert management and administration is underpinned by ongoing research into the educational and employment needs of CIPD members, enabling managers constantly to update provision. Only expert practitioners are used by CIPD; a rigorous recruitment ensures that high standards are developed and maintained. Pre-enrolment questionnaires completed by delegates ensure that provision is tailored to individual learning needs. High quality premises are utilised across all aspects of the work of CIPD Enterprises Ltd.

Actions required	Priority H/M/L

**COMPLIANCE WITH STATUTORY REQUIREMENTS**

Declaration of compliance has been signed and dated.	<b>YES</b>
Further comments, if applicable	