

BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

Short Course Provider (SCP) Candidacy / Stage 2 Inspection

NAME OF PROVIDER: IFSA UK

ADDRESS: 59–61 South Molton Street
Mayfair
London
W1K 5SN

HEAD OF PROVIDER: Mr Andrew Faas

DATE OF INSPECTION: 18 February 2020

ACCREDITATION STATUS AT INSPECTION: Unaccredited

DECISION ON ACCREDITATION:

Accreditation awarded for six months

Decision on accreditation deferred

Award of accreditation refused

DATE: 26 March 2020

1. Background to the institution

The Institute for Study Abroad United Kingdom (UK) Limited (IFSA UK/the Provider) offers semester-long modules, in London, to students of universities based in the United States of America (USA) as part of their semester study abroad programme. It is a non-profit higher education provider and is a wholly owned subsidiary of the Institute for Study Abroad Incorporated (IFSA), which is based in Indiana, USA.

The Provider's premises are in an upmarket area of Central London. They are spread over three floors with a basement space that is being renovated and is nearing completion. Administrative, teaching and communal areas share adjoining spaces in an effort to integrate staff and participants. For participants with mobility-related disabilities, the premises have a stairlift fitted to enhance accessibility.

IFSA UK aims to foster the development of critical perspectives, knowledge and skills essential for students to further their future development.

IFSA UK is registered in the UK as a private limited company, with two company directors. These are the President and the Chief Finance Officer of IFSA in the USA. IFSA UK is managed by the UK Director who is supported by an Assistant Director. The UK Director reports to IFSA's senior management in the USA, who reports to the board of trustees.

2. Brief description of the current provision

IFSA UK offers two courses as part of its semester-long study abroad curriculum. These are Urban Research Lab, which is a directed personal research on a social science project and Career Accelerator, which is a personal professional development project. All tuition will be delivered face-to-face by IFSA UK appointed teachers.

The modules the Provider proposes to offer have been evaluated and approved by IFSA's long term partner, Butler University, a USA higher education institution accredited by the Higher Learning Commission. Grades for performance in IFSA UK will be submitted to the Butler University registrar, resulting in a Butler University transcript that will be shared with the participants and the participants' home university registrar to be incorporated into their overall course of study.

IFSA UK programming will have provisional set intakes in September, January and May/June. All participants will be aged over 18 years old and will all be students of accredited USA universities. While most participants will be USA nationals, some will be international students studying at USA universities.

3. Inspection process

The inspection was undertaken by one inspector over one day. The inspector toured the premises and met with the Director, Assistant Director and the Senior Finance Manager/Office Manager. The inspector scrutinised a wide range of documentation. All information was readily made available and the Provider co-operated fully with the inspection.

PART B - JUDGMENT AND EVIDENCE

The following judgments and comments are based upon evidence seen by the inspector(s) during the inspection and from documentation provided by the organisation.

INSPECTION AREA - MANAGEMENT, STAFFING AND ADMINISTRATION

1. The provider is effectively managed

- | | | | |
|-----|--|---|-----------------------------|
| 1.1 | The management structure is clearly defined, documented and understood, including the role and extent of authority of any owners, trustees or governing body. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| 1.2 | The head of the provider and other senior managers are suitably qualified and experienced, understand their specific responsibilities and are effective in carrying them out. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| 1.3 | There are clear channels of communication between the management and staff including those working at the delivery venue or remotely. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| 1.4 | The provider has a written statement of its mission and goals that effectively guides its activities, is communicated to all stakeholders and is effectively implemented and regularly reviewed. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| 1.5 | The provider has a written risk management strategy, which includes financial planning and is effectively implemented and regularly reviewed. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |

This standard is judged to be:

Met Partially Met Not Met

Comments

The Provider is very effectively managed. There is a clearly defined management structure that is outlined in the IFSA UK and IFSA's organisation charts and clearly illustrates the staff hierarchy and the relationship between IFSA UK and IFSA. Management roles are well defined and fully documented. As a result, management understand their individual roles and the expectations made of them.

Senior managers are well qualified and have considerable experience. They have a clear understanding of their roles and responsibilities. As a result, they are very effective in carrying them out.

The Provider has clear channels of communication. Formal meetings take place between IFSA UK and IFSA on a weekly basis. The Director of IFSA UK has daily contact with his line manager in the USA as well as his counterparts globally. Internal meetings within IFSA UK are held regularly, run to a set agenda and are fully recorded. As a consequence, staff at IFSA UK feel fully supported and involved.

The Provider is effectively guided by a clear mission and vision statement backed up by four key commitments to participants. These are clearly communicated to the stakeholders via the website and promotional publicity. They are explained in detail in the student handbook. Consequently, the Provider has a clear unity of purpose to which the staff effectively contribute.

IFSA UK in association with IFSA has a written risk management strategy, which includes financial planning with clear lines of reporting and audit procedures and is regularly reviewed.

2. The administration of the provider is effective

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|-----|---|---|-----------------------------|
| 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

All administrative staff have been subject to a thorough Human Resources (HR) recruitment process and are suitably qualified and experienced. Each member of staff has an individual, clearly defined job description and receives thorough training upon appointment. As a result, the administrative staff are effective in carrying out their roles.

At the moment the size of the administrative staff is sufficient to ensure the day-to-day running of the Provider. However, the Provider realises that, as participants and teaching staff are recruited, there may be a need for additional administrative staff.

Administrative policies, procedures and systems at IFSA UK are largely derived from IFSA and are integrated into the wider IFSA administrative network. These policies are widely disseminated and updated as required. Consequently, participants will benefit from clear administrative policies which function effectively.

The Provider has an effective, secure Information Technology (IT) infrastructure to support the administration and operation of the institute. IFSA UK uses the same IT system as IFSA. All participant data, recruitment data, HR data are centralised at IFSA. This centralised record keeping avoids task duplication and, as a result, reduces the workload of the administrative staff at IFSA UK.

At the moment, the Provider does not have participants or teaching staff, but appropriate systems are in place to obtain sufficiently detailed personal records and to keep them updated.

The Provider uses a very well-established security system to protect the data of its participants and staff. Robust policies are in place to ensure data protection complies with UK data protection laws. As a result, personal data is securely kept.

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

Recruitment policies and procedures are derived from the parent company and are appropriate and effective. All staff have signed performance service level contracts. Policies and procedures are outlined in the recently revised staff handbook. This includes key staff policies and benefits including the grievance procedure, the equal opportunities policy, performance appraisal procedures and pension and sick pay benefits. All staff undergo a thorough induction process. As a result of these measures, staff are well chosen and suitably inducted into their roles.

The recruitment process is effective and includes the prior verification of original documents, the taking up of references and an interview to ensure that appropriate staff are recruited. Teaching staff are required to undertake a teaching task as part of their interview to check teaching abilities. Records of the recruitment process are accurately maintained in the staff files.

An effective system for regularly reviewing the performance of all staff is in place. Performance is reviewed in periodic, collaborative meetings between staff and managers at least once every two months. Managers and staff also have the opportunity to hold an annual discussion on the achievement of annual objectives.

At the moment, there are no teaching staff in post. However, there is an appropriate system in place to review the performance of the faculty members to include regular, scheduled course delivery observations. The observations will follow the system used at Butler University making use of the university's template and criteria for the assessment of teaching. This system is not yet outlined in detail or disseminated in the staff handbook.

Managerial and administrative staff are appropriately supported in their Continuing Professional Development (CPD). To date, the priority has been to train first aiders and fire marshals. A dedicated budget is in place to finance CPD. However, the policy on CPD is not yet outlined in detail or fully disseminated.

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

IFSA UK does not have its own dedicated website but its programmes are publicised on the wider IFSA website. The text and images on that website provide an accurate description of the Provider and its courses.

Information on the site contains a description of each course, the course objectives, the syllabus, the assignments, the learning objectives and the evaluation methods and as such is very comprehensive, accurate and up to date. The website also provides a link to a programme adviser with whom prospective participants can discuss their concerns or seek further information.

Key policies are accessible through the website of IFSA. As a result of these measures, participants are able to make informed choices when choosing their programme of studies.

5. The provider takes reasonable care to recruit and register suitable participants for its courses

5.1	The provider ensures that the specific courses on which participants are registered are likely to meet the participants' expectations and needs.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
5.2	Entry requirements for each course, including those relating to language ability, where applicable, are set at an appropriate level and clearly stated in the course descriptions read by prospective participants.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No <input type="checkbox"/> NA

5.3	A formal application and selection process ensures that participants meet the entry requirements.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
5.4	Applicants are provided with sufficient information to enable them to make a judgment 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 Institution has effective systems to identify participants who have special educational needs and 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 modules on offer at IFSA UK have been developed in consultation with IFSA and Butler University to closely meet the needs of short-term visiting USA study abroad students. All IFSA UK participants apply through their home universities and must seek approval from their home university to register. This ensures participants remain compliant with the requirements of their overall course of study.

Entry requirements for each course are clearly set out in the course description. Each course description states the minimum Grade Point Average (GPA) expected for the course and gives the language of instruction, which is English. These entry requirement levels are set in conjunction with IFSA and Butler University.

Prospective participants cannot make a formal application unless they are applying through their home university. This ensures they meet the entry requirements but also ensures the course is suitable for their overall course of study.

All the necessary information for basing an informed choice regarding the course is readily available via the website. The comprehensive, accurate and up to date information provided includes the minimum GPA needed, a description of each course, the course objectives, syllabus, learning objectives and evaluation methods.

The website also provides a link to a programme adviser. Consequently, prospective participants have access to full information and excellent guidance on which to base their course decisions.

The application process requires the completion of a health and wellness form to identify any physical, well-being or learning needs. As a result, the Provider is able to plan additional support to meet individual participants' needs.

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

The policies on participant attendance and punctuality are very clear and are very well communicated in detail in the student handbook prior to arrival in the UK. These policies are reviewed during induction and are confirmed via a student contract.

Absences of more than 20 per cent without documented evidence of good reason will result in dismissal from the programme and a notification to the home university. Absence of between ten and 20 per cent will result in a reduction in the final grade. Late arrival can be considered as absenteeism.

7. The provider has effective systems to monitor its own standards and assess its own performance with a view to continuous improvement

7.1	There are effective systems for monitoring and periodically reviewing all aspects of the provider's performance.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
7.2	The provider has effective mechanisms for obtaining feedback from participants and other relevant stakeholders, such as staff, partners and employers, on all aspects of the provider's provision, including formal participant representation where appropriate.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
7.3	Feedback is obtained, recorded and analysed on a regular basis.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
7.4	The feedback is reviewed by management and appropriate action is taken.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
7.5	There is a mechanism for reporting to the participants what the provider has done in response to their feedback.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
7.6	Reports are compiled at least annually, which include the results of the provider's performance reviews, an analysis of appropriate data, including participant feedback, and action plans.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
7.7	Action plans are implemented and regularly reviewed with outcomes reported to management.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

This standard is judged to be:

Met Partially Met Not Met

Comments

Although the Provider has not yet enrolled its first intake, it has put in place very effective systems to monitor and review its performance derived from its parent company IFSA. IFSA has close oversight over IFSA UK though the Director of IFSA UK who has local oversight. The Director of IFSA UK reports directly to his line manager in IFSA.

The Provider has a very effective and systematic approach to obtaining and using stakeholder feedback. Participants will complete course evaluations at the end of each semester which will be reviewed in both London and the USA. Feedback is sought regarding the entire participant experience from pre-enrolment right through to after the course has concluded. Staff already provide feedback during regular meetings with line managers. As a result, participants will benefit from a Provider which is constantly evolving and looking for areas to improve.

An annual review cycle is in place in which feedback is obtained, recorded and analysed both in London and the USA and performance issues addressed.

Management in IFSA UK respond to actions from feedback in a timely way.

There is a mechanism in place for reporting to participants and stakeholders what the Provider has done in response to their feedback. IFSA UK liaises directly with the participants and their home universities and reports to IFSA on a weekly basis.

Full reports of IFSA UK are required to be submitted to IFSA annually. These reports will contain performance reviews of key indicators, an analysis of feedback data and action plans.

IFSA UK is currently implementing its founding action plan which will be reported to and reviewed by IFSA at completion.

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 an 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 type="checkbox"/> Yes	<input checked="" 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 X Partially Met Not Met

Comments

The Assistant Director is the named staff member responsible for participant welfare. He is suitably experienced, very approachable and readily available to provide advice.

Pre-enrolment advice and guidance are outstanding. Participants have excellent access to their home university registrars, USA based programme managers and the IFSA programme advisers prior to making any commitment. The academic information on the website is comprehensive and up to date. The student handbook, sent prior to course commencement, is comprehensive and detailed. Participants also take part in a web-based briefing programme with the programme advisers and the IFSA UK Director. Consequently, participants have all the information they need and are able to make well informed decisions.

No participants have yet enrolled for the courses, but a detailed, comprehensive course induction has been prepared. Attendance at induction is compulsory and there are planned sessions for those who miss the induction. The induction lasts for two days and covers health and safety, security, cultural adjustment and academic policies. The induction is supported by the student handbook which gives detailed information including about the programme of study, the academic policies, accommodation, living in the UK, health and safety and participant conduct. It also provides a list of helpful contacts. Consequently, participants are able to settle into their studies quickly.

Each participant is provided with a contact card containing the best numbers to call for support, including a contact number for out-of-hours and emergency support. As a result, participants are well supported even when not on the premises.

The Provider makes it clear in the student handbook and at induction that it takes a firm stand against racism and discrimination. It briefly outlines the best procedure for participants to access IFSA UK support against racism or discrimination should they so need. In addition, participants are required to sign a Student Acceptance Agreement

which commits them to a range of acceptable behaviours while they are at the Provider. This prohibits all forms of threatening behaviour. Consequently, participants should feel safe from racism and discrimination.

The Director has undertaken anti-radicalisation and anti-extremism training. Anti-radicalisation and anti-extremism will become part of the induction for new participants.

16.7 A policy on the prevention of radicalism and extremism is in development. The Provider is currently undertaking risk assessments. Plans are in place for anti-radicalisation and anti-extremism training of teaching staff when they have been recruited.

The current e-policy prohibits the personal on-site use of social media. The incidental use of the internet is permitted subject to certain conditions. These are that its use is not excessive, does not interfere with work and complies with other policies such as equal opportunities, anti-harassment and bullying and disciplinary procedures.

The Provider collects participant contact details and makes these available to appropriate staff as required quickly and easily, in and out of normal operating hours.

17. International participants are provided with specific advice and assistance

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|------|---|---|-----------------------------|
| 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 continues 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

All the participants will be international students. The IFSA website gives good advice prior to arrival in a general country guide. The student handbook gives more detailed advice regarding the currency, immigration, communications, local transportation, social and cultural norms and accessing medical care. As a result, the participants are very well prepared prior to arrival.

All participants undertake an induction lasting at least two days which covers issues specific to the local area such as how to access medical care, health and safety on the premises, safety and security, cultural adjustment and academic policies at the institution. Consequently, participants should be well-prepared to start their programmes of study.

All participants at IFSA UK will be international students from the USA and information and advice specific to international participants will continue to be available throughout their course of study from the academic and management staff as well as from the welfare staff.

The provision of support takes good account of religious and cultural considerations. For example, the student handbook gives advice regarding the practising of faith in the UK and how to find suitable places of worship. The development of intercultural agility, the ability to engage across geographical, cultural and interpersonal divides, is a key commitment of the Provider as expressed through its mission statement and vision.

18. The fair treatment of participants is ensured

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| 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 |
|------|--|---|-----------------------------|

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|------|---|---|--|
| 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 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 contractual terms and conditions are clearly outlined on the IFSA website and in the student handbook. The promotional material clearly outlines what is and what is not covered by the programme fee. The refund policy is clearly stated and is fair and appropriate. It allows for a cooling off period up until the programme fee due date. Consequently, participants enrol under fair and transparent terms and conditions.

Participants have easy access to a fair complaints procedure which includes provision for written complaints to be dealt with by the Academic Records Manager in the USA. Participants are informed of the complaints procedure at induction.

19. Where residential accommodation is offered, it is fit for purpose, well maintained and appropriately supervised

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|------|--|---|--|
| 19.1 | Any residential accommodation is clean, safe and of a standard which is adequate to meet the needs of participants. | <input checked="" 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 checked="" 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 checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| 19.4 | A level of supervision is provided which meets the needs of participants. | <input checked="" 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 checked="" type="checkbox"/> NA |

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

Comments

The Provider has booked suitable accommodation for prospective participants through two well-established, fully vetted, specialist student accommodation agencies so the accommodation is adequate to meet the needs of the participants.

All accommodation adheres to UK health and safety requirements, including fire safety, so participants will be safe.

The IFSA UK welfare officer will meet regularly with a designated person from the accommodation agencies to provide appropriate supervision and support so that the needs of the participants are met.

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

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|------|---|------------------------------|-----------------------------|
| 20.1 | Due care is taken in selecting home-stay accommodation which 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 is 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. Yes No

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

Comments

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

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|------|--|---|---|
| 21.1 | Participants are provided with appropriate information on opportunities for participation at events and other leisure activities which may be of interest. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| 21.2 | The social programme is responsive to the needs and wishes of participants. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No <input type="checkbox"/> NA |
| 21.3 | Any activities within the social programme have been chosen with consideration for their affordability for the majority of participants. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No <input type="checkbox"/> NA |
| 21.4 | The activities organised by the provider are effectively supervised by a responsible adult representative with suitable qualifications and/or experience. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No <input type="checkbox"/> NA |
| 21.5 | Off-site social activities are subject to an appropriate risk assessment and suitable safeguards are put in place as a result. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No <input type="checkbox"/> NA |

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

Comments

The Provider has an excellent social programme. Excursions, field trips and other activities are embedded in the curriculum to add a historical and cultural perspective to the academic study. In addition, the Provider arranges local events to give insight into the local culture for example, group meals, theatre trips and local charity events. As a result, participants benefit from a stimulating range of activities.

A process is in place to obtain feedback from participants attending each event in order to align the events more closely to the needs and wishes of the participants.

All of the events are included in the programme fee and as such are open to all the participants without additional cost.

Off-site social activities are subject to an appropriate risk assessment against an IFSA UK pro-forma which requires the identification of risks and the measures taken to mitigate those risks. Consequently, students are safe while participating in off-site excursions.

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

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|------|--|---|--|
| 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 is located in secure, suitable premises. Three adjoining buildings are secured by a lease which terminates in 2033. The premises are spread over the first, second and third floors, with a basement area that is being converted into extra recreational space.

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 of 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 premises is suitably secured by an intercom system to keep staff and participants safe. A reception area and a sign-in procedure provide additional security.

The premises are spacious, light and welcoming. Maintenance, decoration and levels of cleanliness are excellent.

Good advice and guidance on health and safety is provided through the student handbook, the different inductions, clear signage and information provided at reception.

Signage outside is clear with the result that the premises are easy to find. Health and safety and fire notices inside the building are suitably positioned.

The circulation space is good for the number of participants envisaged. There are numerous suitable spaces to receive visitors. There is a stairlift for participants with mobility issues.

There are sufficient toilet facilities usefully located throughout the building on different levels, one of which has been especially adapted for the disabled. The toilets are maintained in a very clean state.

Heating and ventilation in all rooms, including the classrooms, are good. As a result of these measures, the premises provide a good learning and working environment for participants and staff.

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
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24.2	Training rooms and any specialised learning areas, for example, laboratories, workshops and studios, are equipped to a level which 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 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 number of teaching rooms and the size of the different teaching rooms are adequate for the maximum number of participants envisaged.

Teaching rooms are well furnished and suitably equipped. The furniture is suitable for a variety of classroom layouts and so facilitates a wide range of teaching approaches, for example, pair work, group work or whole class teaching. Teaching rooms are equipped with dependable internet connections and wide screen monitors for presentations. Consequently, teachers and participants will benefit from adaptable, well-resourced teaching spaces.

There are suitable facilities for conducting the assessments required including the larger teaching rooms which can accommodate whole class examinations.

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
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

Participants have good access to a variety of spaces for private study. The IT is dependable so participants can easily access internet facilities for independent research as required. Participants have good access to online libraries.

Teaching staff have adequate personal space for lesson preparation and marking.

The premises have areas for staff and participants to relax and prepare or consume food and drink. The basement is currently being converted into a large recreation area. Basic kitchen facilities are available. There are numerous outlets in the local area for the purchase and consumption of food and drink. Consequently, participants will benefit from a pleasant environment.

The premises provide sufficient rooms for private meetings and several rooms large enough for full staff meetings.

The premises provide a good administrative environment for the administrative staff and the senior managers. Senior managers have large offices suitable for meetings or receiving visitors. Working areas are well equipped and therefore support the effective administration of the courses.

COMPLIANCE WITH STATUTORY REQUIREMENTS

Declaration of compliance has been signed and dated

Yes No

PART C – SUMMARY OF STRENGTHS AND ACTION POINTS

MANAGEMENT, STAFFING AND ADMINISTRATION

Provider's Strengths

IFSA UK has a strong relationship with the parent company, IFSA, which supports the management, administration, HR and the delivery of its programmes with its experience and expertise.

The management of IFSA UK is strong and experienced so participants will benefit from consistent procedures and policies.

IFSA UK has excellent educational oversight arrangements with oversight from IFSA UK, IFSA and Butler University.

IFSA UK has a clear vision and commitment to intercultural learning and understanding which serves to broaden the educational outlook of the participants.

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

PARTICIPANT WELFARE

Provider's Strengths

Pre-course guidance is excellent. As a consequence, participants are able to choose the right course for their individual needs.

The induction is comprehensive and detailed and will allow participants to settle quickly to their studies.

The social programme is outstanding and fully embedded in the curriculum so participants will benefit from an added cultural perspective to their academic studies.

Actions Required	Priority H/M/L
16.7 The Provider must fully develop and implement the policy on the prevention of radicalism and extremism to ensure participants are fully protected from radicalism and extremism.	<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low

PREMISES AND FACILITIES

Provider's Strengths

The premises are of a high quality, light and welcoming and will provide staff and participants with a pleasant working environment.

The premises are very well located in an elegant neighbourhood with good transport links convenient for participants.

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

RECOMMENDED AREAS FOR IMPROVEMENT

To be reviewed at the next inspection

The Provider should keep the current size and structure of the administration team under review to ensure that it remains appropriate when the enrollment grows substantially.

The Provider should consider further developing and disseminating the policy and procedures for appraising the performance of faculty members to aid clarity.

It is recommended that the Provider articulates the CPD policy in greater detail and disseminates that policy more widely so that all staff and faculty can benefit from its provisions.

COMPLIANCE WITH STATUTORY REQUIREMENTS