

# **BRITISH ACCREDITATION COUNCIL INSPECTION REPORT**

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

**PROVIDER:** TWI Ltd

**ADDRESS:** Granta Park  
Great Abington  
Cambridge  
CB21 6AL

**HEAD OF PROVIDER:** Mr Aamir Khalid

**ACCREDITATION STATUS:** Accredited

**DATE OF INSPECTION:** 26 September 2019

**ACCREDITATION COMMITTEE DECISION AND DATE:** 30 January 2020

## **PART A – INTRODUCTION**

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

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TWI Limited (TWI/the Provider) is an independent research and technology organisation which provides training in understanding problems in the manufacture, construction and management of components, and the use of materials particularly in maximising the performance of welding, joining and allied processes. TWI, formally called the Welding Institute, was established in London on 5 February 1923. TWI, head office is currently located in Granta Park, Cambridge.

The Provider aims to be a world leader in providing solutions to problems in the manufacture, construction and management of whole life integrity technologies.

TWI is established as a company limited by guarantee. TWI training is part of TWI's Global Training and Technology Division. The Provider is governed by a board of six directors. Senior management, including the Centre Manager, the Chief Examiner and the Course Manager, report to the board on all aspects of the provision and on the quality, relevance and financial viability of all courses.

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

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TWI provides short course training to candidates in welding, non-destructive testing, plant integrity, underwater inspection and related activities. There are over 90 courses on offer in total. Some training is bespoke to companies and some is open entry. TWI responds to the demand for training from the companies with which it works. Courses are delivered face to face and typically vary in duration from two days to three weeks.

Participants sit end-of-course examinations provided by the awarding bodies and international institutes. TWI have an arrangement with Cranfield University whereby participants completing Cranfield University's Master of Science (MSc) in Welding achieve TWI certification. TWI has also developed links with the University of Teesside which allow credits on their Higher National Certificate courses for TWI participants.

Participants attend TWI's courses from the United Kingdom (UK) and from other parts of the world including the Middle East, the Far East and Africa. The UK participants are employees of companies such as British Gas and Rolls Royce and are usually working at a specialist or high level within the company. Participants also come from other parts of the world to study specialist courses such as the underwater courses offered in Middlesbrough.

There were five courses running at the time of the inspection, with 27 participants attending at various centres in the UK. Most of the participants were male. There are no participants enrolled under the age of 18.

TWI operates internationally in many countries, but BAC accreditation only applies to provision in the UK.

### **3. Inspection process**

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The inspection was conducted by one inspector over one day at the Great Abington, Cambridge centre. Meetings were held with the Centre Manager, the UK Regional Director, the Chief Examiner, the Course Manager, trainers and participants. The inspector also observed a lesson, visited the re-purposed classrooms, workshops and other facilities at the centre. All colleagues at TWI cooperated fully with the process and some commented that this inspection was helpful in developing their own processes.

#### 4. Inspection History

<b>Inspection Type</b>	<b>Date</b>
Full Accreditation	20-21 & 26 May 2009
Interim	1-2 July 2010
Supplementary	3 August 2010
Spot Check	12 May 2011
Supplementary	22 May 2012
Re-accreditation	21-23 May 2013
Interim	17 June 2015
Re-accreditation	6 & 12-13 June 2017

## **PART B – JUDGMENTS AND EVIDENCE**

*The following judgments and comments are based upon evidence seen by the inspector during the inspection and from documentation provided by the institution.*

### **1. Significant changes since the last inspection**

Since the last inspection, the Chief Executive Officer (CEO) of TWI, the UK Regional Manager and the Chief Examiner have changed. The post holders have been promoted from within the organisation. As a result, these staff changes have not affected the smooth operation of the organisation.

The Chief Examiner has instigated an online tracking system that tracks participant and programme success on all programmes worldwide in precise detail. This provides considerable detail on how the courses are run, their success and feedback from participants and trainers and has in a short time had a significant impact on the quality assurance process.

Some of the rooms at TWI Abington have been repurposed and classrooms have been refurbished, resulting in some rooms being smaller than previously. This has not been detrimental to the delivery of the programme and has resulted in rooms becoming more appropriate for the size of groups.

The website has been significantly improved which has resulted in participants being able to map courses against their career development. The site is also more accessible and allows prospective participants to book courses from their telephones.

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

There were no actions points in the previous report.

### **3. Response to recommended areas for improvement in last report**

*It is recommended that the Provider implements the proposed improved results turnaround time for students as soon as possible.*

The response times for informing participants of their examination results have been greatly improved. This is primarily due to a new electronic examinations system. Previously, some results took up to 32 days to reach the participants and now there is a typical turnaround time of five days. Participants find this helpful, particularly those who need re-accreditation for underwater welding and who lose income if they are waiting for their results.

### **4. Compliance with BAC accreditation requirements**

#### **4.1 Management, Staffing and Administration (spot check)**

**The standards are judged to be:**

Met     Partially Met     Not Met

#### **Comments**

All staff understand the structure of the organisation. Senior managers clearly understand their roles. Some have worked at TWI for many years and have developed their roles over that period of time.

There are effective policies and procedures in place and regular team meetings, in which issues are discussed, contribute effectively to the development of the business. Although there have been some changes at senior management level in the organisation, this has not been disruptive but has been perceived as a way of supporting the successful operation of the business.

Staff confirmed that they enjoy their jobs and are given the freedom to develop their role to support business needs. Staff see TWI as a proactive and positive organisation. Inspection findings confirm this view.

The information for prospective participants on courses and fees is accurate and the website which has been updated provides an accurate depiction of TWI's premises and facilities. The website also now provides the opportunity to chat online with a member of staff to help prospective participants to make appropriate choices. Publicity materials are now produced in a generic brochure. Publicity materials are sometimes sent out to employers and used at exhibitions.

Participants confirmed that they are required to attend all training sessions and be punctual. Their attendance is checked and registers are taken. Successful completion of the course is dependent on full attendance.

The anonymised process of participants' feedback and review is now carried out electronically. Comments are returned to the teaching team through the management process, and points are acted on appropriately.

All courses and pass rates are scrutinised in order to check the quality of teaching and course content is monitored for relevance. This is now carried out soon after the course has finished through a new monitoring and review system which allows managers to be highly responsive to success rates and participant and trainer feedback.

TWI's courses are reviewed regularly by a Management Education Review Committee (MERC) and the Certification Scheme for Welding Inspection Personnel (CSWIP). Global teams come together to develop new products to be delivered in the UK and internationally to ensure their high quality.

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#### 4.2 Teaching, Learning and Assessment (spot check)

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**The standards are judged to be:**  Met  Partially Met  Not Met  
**Comments**

Programme managers effectively monitor the quality of the participant experience and allocate appropriate staff and resources to the learning programmes.

All participants receive the course materials one month before they begin their course and are required to read this as all programmes are intended to be challenging. There is an expectation that participants see the programme of study as part of their overall professional development and not merely as attendance on a course. Participants are given assessment exercises on the first day of the course. They have to complete their self-study on the evenings of their course which are formatively assessed.

The outstanding research ethos permeates the teaching and learning process. Participants are taught by researchers who are leaders in their field and who carry out research in other divisions of TWI.

Trainers are regularly observed as part of their appraisal process. The teaching materials are also regularly reviewed by expert practitioners. Participants find the materials comprehensive and consider them to be of high quality, both in their content and their production values.

An e-learning virtual academy is now in use and provides greater access to learning resources such as course readers and reference books and offers more flexibility and accessibility to support effective learning.

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#### 4.3 Participant Welfare (spot check)

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**The standards are judged to be:**

Met

Partially Met

Not Met

**Comments**

Administrators develop good working and supportive relationships with participants and prospective participants and provide good welfare support.

There is good multi-cultural awareness that includes, for example, a wide range of international meals served in the food hall.

Although there were plans to close the residential block, it is still in use. Participants confirm that it is a valuable resource that enhances their learning experience.

Participants have access to a swimming pool and gymnasium on the site.

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#### 4.4 Premises and Facilities (spot check)

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**The standards are judged to be:**

Met

Partially Met

Not Met

**Comments**

Premises and facilities are of a very high standard. Participants identified the premises and facilities as supportive factors in their learning.

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#### 4.5 Compliance Declaration

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**Declaration of compliance has been signed and dated.**

Yes

No

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

**STRENGTHS**

Highly qualified staff with industrial and research skills who are experts in their field.

Excellent use of formative assessment and information technology to support participant progress.

Global brand with internationally recognised qualifications with excellent reputation within the industry.

Well qualified, highly competent and committed staff who are motivated to support the development of the business.

**ACTIONS REQUIRED**

None

High     Medium     Low

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

None

**COMPLIANCE WITH STATUTORY REQUIREMENTS - FURTHER COMMENTS, IF APPLICABLE**