

# BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

## Short Course Provider (SCP) Candidacy / Stage 2 Inspection

**PROVIDER:** Takeoff Direct

**ADDRESS:** Suite 3 Brooklands House  
Marlborough Road  
Lancing  
West Sussex  
BN15 8AF

**HEAD OF PROVIDER:** Mr Oliver Farirayi

**DATE OF INSPECTION:** 17 February 2017

**ACCREDITATION STATUS AT INSPECTION:** Unaccredited

### DECISION ON ACCREDITATION:

- Accreditation awarded for 6 months.
- Award of accreditation deferred.
- Award of accreditation refused.

Date: 23 March 2017

### 1. Background to the provider

Takeoff Direct (the Provider) was established in 2009. It provides consultancy and training in Air Traffic Control (ATC) to non-European Civil Aviation Authorities (CAAs). Globally, ATC is coordinated by the International Civil Aviation Organization (ICAO), a United Nations (UN) body, which sets standards to be implemented by individual country CAAs. In Europe, ATC is coordinated by the European Organisation for the Safety of Air Navigation (Eurocontrol), of which individual country CAAs are members.

Eurocontrol has set appropriate standards for initial training. These are set out in the Specification for the Air Traffic Control Officer (ATCO) Common Core Content Initial Training. These standards facilitate a uniform approach to initial training, which is the key element for ensuring mobility among air traffic controllers. They are more onerous than the standards of the ICAO. Therefore, many non-European CAAs now wish to train their ATC personnel to the training standards of Eurocontrol.

Takeoff Direct provide Air Traffic Control Rating courses, which are mapped to those standards. Aviation Management courses are delivered under license from Eurocontrol, which is responsible for the examinations and issuing the certificate.

The trainers are self-employed and recruited for their specific expertise.

### 2. Brief description of the current provision

Takeoff Direct will expand its course offerings. In order to achieve this they have set up a trading entity called Takeoff Training Academy. Once operational, in addition to their current Air Traffic Control Rating courses they will provide short courses in ATC, air traffic management systems, global navigation systems and other related areas. It is intended that these short courses will be delivered in the United Kingdom (UK) to international participants.

The courses will consist of those ATC courses, which are currently offered by Takeoff Direct, as well as new courses developed to meet the requirements of Eurocontrol and ICAO.

Courses will be restricted to four to six participants and will be delivered within the serviced office block in which the Provider has rented office space since 2009.

### 3. Inspection process

The Stage 2 inspection was carried out by one inspector over one day. The inspector met all three of the current full time staff, who are the Chief Executive Officer (CEO), the Director of Training and the Office Manager. The staff were very co-operative and gave the inspector access to all the necessary documentation.

## 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 provider.

### 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="radio"/> Yes <input type="radio"/> 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="radio"/> Yes <input type="radio"/> No |
| 1.3 | There are clear channels of communication between the management and staff and those working at the delivery venue/s.   | <input checked="" type="radio"/> Yes <input type="radio"/> No |

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

#### Comments

The CEO and Director of Training are both experienced air traffic controllers.

The Provider's three permanent staff share an open plan office making communication simple.

There is currently no emergency plan for business continuation and, given the size of the management team, such a plan would be appropriate.

#### 2. The administration of the provider is effective

- |     |   |   |
|-----|---|---|
| 2.1 | Administrators are suitably qualified or experienced and understand their specific responsibilities and duties. | <input checked="" type="radio"/> Yes <input type="radio"/> 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="radio"/> Yes <input type="radio"/> No |
| 2.3 | The administrative support available to the management is clearly defined, documented and understood.           | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 2.4 | Policies, procedures and systems are well documented and effectively disseminated across the provider.          | <input type="radio"/> Yes <input checked="" type="radio"/> No |
| 2.5 | Data collection and collation systems are effective.  | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 2.6 | Administrative offices are adequate in size and resources for the effective administration of the provider.     | <input checked="" type="radio"/> Yes <input type="radio"/> No |

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

#### Comments

The aviation sector is heavily regulated and the Provider is audited by Eurocontrol.

Currently, participant records are held on a Microsoft (MS) Access database allowing feedback on individual participants to be submitted to the customer organisation.

The policies and procedures, which have been developed for the current training offering will be used for the Takeoff Aviation Academy.

2.4 There are some inconsistencies in the wording used in the policies and procedures.

3. **The provider employs appropriate managerial and administrative staff**

- 3.1 There are appropriate policies and effective procedures for the recruitment and continuing employment of suitably qualified and experienced staff.  Yes  No
- 3.2 Experience and qualifications claimed are verified before employment.  Yes  No
- 3.3 There is an effective system for regularly reviewing the performance of staff.  Yes  No

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

**Comments**

Records are kept of all part-time trainers. Most are recruited by personal knowledge and/or reputation within the aviation sector.

4. **Publicity material, both printed and electronic, gives a comprehensive, up-to-date and accurate description of the provider and its programmes**

- 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.  Yes  No
- 4.2 Information on the courses available is comprehensive, accurate and up to date.  Yes  No

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

**Comments**

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

- 5.1 Entry requirements for each course, including those relating to language ability, are set at an appropriate level and clearly stated in the course descriptions seen by prospective participants.  Yes  No  NA
- 5.2 A formal application process ensures that participants meet the entry requirements and any claimed qualifications are verified.  Yes  No  NA
- 5.3 The provider replies to all application enquiries promptly and appropriately and briefs all stakeholders properly on the nature and requirements of its programmes.  Yes  No  NA
- 5.4 Any overseas recruitment agents are properly selected, briefed, monitored and evaluated.  Yes  No  NA

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

**Comments**

The Provider's customers are CAAs and they nominate the participants for a particular course, which will be exclusive to that customer's employees. The participants' qualifications and abilities are checked by the Provider prior to acceptance.

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

6.1 There is a clear and published policy on participant attendance and punctuality.  Yes  No

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

**Comments**

Attendance is a requirement for course completion.

**INSPECTION AREA - PARTICIPANT WELFARE**

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

20.1 Any residential accommodation is clean, safe and of a standard which is adequate to the needs of participants.  Yes  No

20.2 Any residential accommodation is open to inspection by the appropriate authorities, including Ofsted where participants under 18 are accommodated.  Yes  No  NA

20.3 Clear rules and fire, health and safety procedures are in place, with appropriate precautions taken for security of participants and their property.  Yes  No

20.4 A level of supervision is provided appropriate to the needs of participants.  Yes  No

20.5 Separate accommodation blocks are provided for participants under 18.  Yes  No  NA

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

**Comments**

Participants will all be mature employees of the customer organisation and will make their own accommodation arrangements. However, the Provider has inspected a local accommodation provider, which will be recommended to participants in pre-course information packages.

21. **Where home-stay accommodation is organised, the welfare of participants is ensured and the provider's relationship with hosts is properly managed**

- 21.1 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.  Yes  No
- 21.2 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.  Yes  No
- 21.3 The provider has appropriate contracts in place with any hosts, clearly setting out the rules, terms and conditions of the provision.  Yes  No
- 21.4 Appropriate advice and support is given to both hosts and participants before and during the placement.  Yes  No
- 21.5 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 \_\_\_\_\_

22. **The provider provides an appropriate social programme for participants and information on leisure activities in the area**

- 22.1 Participants are provided with appropriate information on opportunities for participation at events and other leisure activities which may be of interest.  Yes  No
- 22.2 The social programme is responsive to the needs and wishes of participants.  Yes  No  NA
- 22.3 Any activities within the social programme have been chosen with consideration for their affordability by the majority of participants.  Yes  No  NA
- 22.4 Any activities organised by the provider are supervised by a responsible representative with suitable qualifications and experience.  Yes  No  NA

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

Comments \_\_\_\_\_

## INSPECTION AREA - PREMISES AND FACILITIES

### 23. The provider has secure possession of and access to its premises

23.1 The provider has secure tenure on its premises.  Yes  No  NA

23.2 Where required, the provider has access to suitable external premises for training purposes of a temporary or occasional nature.  Yes  No  NA

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

#### Comments

The Provider's office premises are within a serviced office block. Meeting rooms, for the delivery of courses, are available as and when required.

### 24. The premises provide a safe, secure and clean environment for participants and staff

24.1 Access to the premises is appropriately restricted and secured.  Yes  No

24.2 The premises are maintained in an adequate state of repair, decoration and cleanliness.  Yes  No

24.3 There are specific safety rules in areas of particular hazard (e.g. science laboratories), made readily available to participants, staff and visitors.  Yes  No  NA

24.4 General guidance on health and safety is made available to participants, staff and visitors.  Yes  No

24.5 There is adequate signage inside and outside of the premises and notice boards for the display of general information.  Yes  No

24.6 There is adequate circulation space for the number of participants and staff accommodated, and a suitable area in which to receive visitors.  Yes  No

24.7 There are toilet facilities of an appropriate number and level of cleanliness.  Yes  No

24.8 There is adequate heating and ventilation in all rooms.  Yes  No

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

#### Comments

25. **Training rooms and other learning areas are appropriate for the courses offered**

- 25.1 Training rooms and other learning areas provide adequate accommodation in size and number for the classes allocated to them.  Yes  No
- 25.2 Training rooms and any specialised learning areas (e.g. laboratories, workshops, studios) are equipped to a level which allows for the effective delivery of each course.  Yes  No
- 25.3 There are facilities suitable for conducting the assessments required on each course.  Yes  No  NA

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

**Comments**

The Provider will make computer stations available for simulation exercises.

26. **There are appropriate additional facilities for participants and staff**

- 26.1 Participants have access to sufficient space and suitable facilities for private study, including library and IT resources.  Yes  No  NA
- 26.2 Trainers have access to sufficient personal space for preparing lessons, marking work and relaxation.  Yes  No  NA
- 26.3 Participants and staff have access to space and facilities suitable for relaxation and the consumption of food and drink where appropriate.  Yes  No  NA
- 26.4 Participants and staff have access to storage for personal possessions where appropriate.  Yes  No  NA
- 26.5 There are individual offices or rooms in which trainers and senior management can hold private meetings and a room of sufficient size to hold staff meetings.  Yes  No

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

**Comments**

**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

The CEO and Director of Training are very experienced professionals in the aviation sector.

The existing and effective MS Access data collection system, which was developed in-house, will be used for future courses.

Actions required	Priority H/M/L
2.4 The inconsistencies in the wording used in the policies and procedures must be addressed.	<input type="radio"/> High <input checked="" type="radio"/> Medium <input type="radio"/> Low

### PARTICIPANT WELFARE

#### Provider's strengths

Participants are selected for training courses by their employer and the courses are exclusively offered to that employer.

The number of participants on any course is limited to six, which provides good attention to particular students' needs.

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

### PREMISES AND FACILITIES

#### Provider's strengths

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

**RECOMMENDED AREAS FOR IMPROVEMENT**

It is recommended that an emergency plan for business continuation be prepared.

**COMPLIANCE WITH STATUTORY REQUIREMENTS**