

# BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

## Short Course Provider (SCP) Full Inspection

**ORGANISATION:** XKeys Limited

**ADDRESS:** 48 Fitzalan Road  
Finchley  
London  
N3 3PE

**HEAD OF ORGANISATION:** Mr Richard Bernstein

**DATE OF INSPECTION:** 1-2 August 2017

**ACCREDITATION STATUS AT INSPECTION:** Accredited

### DECISION ON ACCREDITATION:

- Accreditation awarded for the full four-year period.
- Decision on accreditation deferred.
- Award of accreditation refused.

Date: 25 August 2017

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

XKeys Limited (the Provider) is a private provider with two shareholders, who act as the Directors. The Provider has been running day and residential camps for young learners, aged 3 to 17, at dedicated locations in the United Kingdom (UK) for nearly 20 years.

The senior management team consists of a principal Director, who is normally present at the camps, and a co-Director. The co-Director acts as the co-ordinator, across all the camps, on a day-to-day basis. Teaching and administrative staff are led by the Logistics Manager, who is in charge of day-to-day operations.

XKeys aims to provide residential camps for children in a supportive, friendly environment in dedicated camp locations, so that children can take part in challenging, enjoyable activities and English lessons within a safe and relaxed setting.

BAC accreditation applies to the summer camp programme for participants aged 8 to 17, which is run at Monmouth School, in Wales in July and August 2017. Monmouth School is a high quality independent school. Its extensive facilities include a swimming pool, sports hall, 500-seat theatre and all-weather sports pitches. This summer camp programme was first run in Monmouth in 2016.

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

The camp activities consist of recreational, social and creative activities, together with trips to local places of interest such as Bath and Bristol. English lessons, of up to 12 hours a week, are offered as an optional extra. In 2017, the camp increased its duration to over five weeks. Parents choose how many weeks their children will attend the camp. The average stay is two weeks.

At the time of the inspection, there were 70 participants, all of whom were aged 8 to 17. There was more or less an equal split of male and female participants. In 2017, the maximum attendance in a week has been 125 participants. Almost all of the participants have been from Europe and further afield from other countries including China, Spain, Italy and Russia.

### **3. Inspection process**

One inspector carried out the inspection over one and a half days. Discussions took place with the principal Director, Logistics Manager and other key staff, including several teachers. The inspector also observed a wide range of activities, including swimming, lacrosse, rugby, drama and the optional English lessons. Extensive documentation was reviewed. All staff were extremely co-operative and helpful and all the necessary information was made available.

## 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 principal Director, who is in charge of operations is highly experienced and communicates regularly with his co-Director, Logistics Manager and the other staff. As a result, the staff are aware of the current activities and priorities.

There are very clear channels of communication and communication takes place on a continuous basis.

At the end of each day, following a feedback and update meeting with all staff, relevant information is sent to parents. The meeting is minuted.

#### 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 checked="" type="radio"/> Yes <input 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

Policies are exceptionally detailed in scope, especially the safeguarding policy. All staff have the opportunity to contribute to policy review. Continuous training takes place on the content of the policies so that staff are up-to-date and can implement the policies well. All staff participate in a training weekend before the camp begins. They sign a document confirming their attendance.

The management information system, which is used to organise and record the extensive staffing for the camps, was seen and is of a very high quality. It is very accurate and informative. The collation of data on timetabling and teacher deployment is extremely robust, which enables flexibility.

Administration is carried out from the Directors' family home throughout the year. There is also a dedicated administrative office in Monmouth School. This streamlines the communication and helps provide a rapid response to any operational difficulties.

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**

A consistent and thorough process of staff recruitment is set out in the procedures manual. XKeys has updated its staff and participants' handbooks to include the up-to-date disciplinary policy and complaints procedure.

There is an excellent system to standardise the written feedback to staff. This is based on a comprehensive, developmental feedback form. Appropriate performance appraisals are carried out for administrative staff and managers. Completed appraisal documentation is of high quality.

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**

The promotional brochure is comprehensive, accurate and up-to-date.

The increasing use of social media sites to provide publicity information to participants and their parents is having a very positive impact on participants' motivation and enjoyment. The updates to parents, on social media at the end of each day, are very good practice.

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**

Although there are no formal entry requirements, an appropriate placement test is used for participants, who opt to study English. As a result, participants are placed in suitable groups to match their abilities.

Participants confirm that their application enquiries were dealt with promptly and effectively.

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
- 6.2 Accurate and secure records of attendance and punctuality at each session are kept for all participants, collated centrally and reviewed.  Yes  No  NA
- 6.3 Participant absences are followed up promptly and appropriate action taken.  Yes  No

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

**Comments**

Completed attendance registers are accurate. Attendance requirements are made very clear in written guidance for participants and parents.

Staff are provided with a list of which participants are registered on the different electives. This is used as a checklist for morning and afternoon registers.

7. **The provider regularly obtains and records feedback from participants and other stakeholders and takes appropriate action where necessary**

- 7.1 The provider has effective mechanisms for obtaining feedback from participants and other stakeholders (such as staff, partner providers and employers) on all aspects of the provider's provision, including formal participant representation where appropriate.  Yes  No
- 7.2 Feedback is obtained, recorded and analysed on a regular basis.  Yes  No
- 7.3 The feedback is reviewed by management and action is taken where necessary.  Yes  No
- 7.4 There is a mechanism for reporting on the provider's response to the feedback to the participant body.  Yes  No

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

**Comments**

Feedback is used continually to help evaluate future programmes. Ongoing feedback from teachers is also used to make improvements. The incident report forms have been modified to make procedures for taking action, following an incident, clearer. This is as a result of suggestions from the staff. Completed feedback forms show a high level of participant satisfaction. Participants confirmed that they loved meeting new people and enjoyed the wide range of activities, which were provided.

Excellent feedback is also provided by the parents.

Managers look for trends and common themes from the feedback. This evaluation is very thorough.

8. **The provider has effective systems to review its own standards and assess its own performance with a view to continuing improvement**

- 8.1 There are effective systems for monitoring and periodically reviewing all aspects of the provider's performance.  Yes  No
- 8.2 Reports are compiled which present the results of the provider's reviews and incorporate action plans.  Yes  No
- 8.3 Action plans are implemented and regularly reviewed.  Yes  No

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

**Comments**

Systems for monitoring and reviewing performance are exceptional. They range from daily minuted reports from staff meetings to end of programme reports, to which all staff contribute.

Feedback from participants and parents, which is submitted in writing, by telephone and on social media, contributes strongly to the exceptionally strong quality assurance process.

Rigorous evaluation, involving all staff, forms a key part of the action plans, which are formulated each October after the summer camps. All staff have an opportunity to contribute to the evaluation.

**INSPECTION AREA - TEACHING, LEARNING AND ASSESSMENT**

9. **Programme management is effective**

- 9.1 There is a suitably qualified and experienced programme manager or management team with responsibility for teaching, learning and assessment and the management of the body of trainers.  Yes  No  NA
- 9.2 Classes are timetabled and rooms allocated appropriately for the courses offered.  Yes  No  NA
- 9.3 The allocation of trainers to classes provides for a consistent learning experience and delivery is monitored to ensure consistency.  Yes  No  NA
- 9.4 There is an appropriate policy and effective procedures for the acquisition of teaching and learning resources.  Yes  No  NA

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

**Comments**

Overall programme management is excellent. All academic and social activities are very well timetabled and appropriate staff are allocated.

Trainers get to know the participants well as several participants and trainers have attended the same summer camps for several years.

Procedures for acquiring resources have been recently revised and are effective.

10. **The courses are planned and delivered in ways that enable participants to succeed**

- 10.1 Courses are designed and delivered in ways that allow participants to develop the knowledge and skills which will be required for final examinations or assessments or which meet stakeholders' requirements.  Yes  No  NA
- 10.2 Lessons and assessments maintain an appropriate focus on any assessment objectives or statement of learning outcomes established by the awarding body.  Yes  No  NA
- 10.3 Formative assessments appropriately reflect the nature and standards of summative examinations.  Yes  No  NA
- 10.4 Participants are encouraged and enabled to develop independent learning skills.  Yes  No  NA
- 10.5 The academic backgrounds and particular needs of participants are taken into account in the classroom delivery of the course.  Yes  No

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

**Comments**

English teachers provide appropriate final assessments. The end of course report has been revised and includes participants' achievement related to the Common European Framework (CEFR) levels. The Provider takes into account the particular needs of participants in the classroom delivery.

11. **Trainers are suitable for the courses to which they are allocated and effective in delivering them**

- 11.1 Trainers are appropriately qualified and experienced.  Yes  No
- 11.2 Trainers have a level of subject knowledge, pedagogic and communicative skill which allows them to deliver the content of courses effectively.  Yes  No
- 11.3 The appraisal procedures for trainers incorporate regular classroom observation.  Yes  No
- 11.4 Trainers are supported in their continuing professional development and enabled to develop further pedagogic techniques to enhance the learning of participants.  Yes  No
- 11.5 Trainers respond to different learning needs of participants where appropriate, taking various learning styles into account in their planning and delivery of lessons.  Yes  No
- 11.6 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**

Trainers are very well qualified and experienced. They are supportive and friendly to the participants at all times.

The on-going appraisal of tutors is extremely thorough. There are regular observations of teaching staff. There are frequent observations of lesson activities and oral and written feedback is of a high quality.

The high level of active participation in activities such as swimming, rugby and drama has a significant impact on fostering the participants' enjoyment.

12. **The provider provides participants and trainers with access to appropriate resources and materials for study**

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

**Comments**

English teachers are provided with a range of resource books, to assist with the development of lessons, as well as smart electronic boards and interactive whiteboards in classrooms. Exceptional learning facilities are provided at Monmouth School.

The school's large theatre and ante-rooms are a unique resource and provide a very valuable asset for the participants and staff.

There is adequate space available to accommodate additional activities indoors in the case of poor weather.

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

- |      |   |                                      |  |
|------|---|--------------------------------------|--|
| 13.1 | Feedback is given to individual participants tailored to meet their specific needs and constructive in its nature and delivery.                                       | <input checked="" type="radio"/> Yes | <input type="radio"/> No                                     |
| 13.2 | Courses are planned to include a schedule of assessments, the procedures and criteria for which are available in writing and in advance to participants and trainers. | <input type="radio"/> Yes            | <input type="radio"/> No <input checked="" type="radio"/> NA |
| 13.3 | Assessment outcomes are monitored to enable the identification of participants who are not making satisfactory progress and prompt intervention where appropriate.    | <input type="radio"/> Yes            | <input type="radio"/> No <input checked="" type="radio"/> NA |
| 13.4 | Participants are made aware of how their progress relates to their targeted level of achievement.   | <input type="radio"/> Yes            | <input type="radio"/> No <input checked="" type="radio"/> NA |
| 13.5 | Additional support or advice on alternative courses is provided to participants who are judged not to be making sufficient progress to succeed.                       | <input type="radio"/> Yes            | <input type="radio"/> No <input checked="" type="radio"/> NA |
| 13.6 | Participants have appropriate access to trainers outside class time.  | <input checked="" type="radio"/> Yes | <input type="radio"/> No <input type="radio"/> NA            |

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

**Comments**

The feedback provided to participants in activities and in English classes is very constructive.

14. **The provider offers courses leading to accredited awards granted by recognised awarding bodies wherever appropriate**

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

**Comments**



15. **There is a clear rationale for courses leading to unaccredited or internal awards**

- 15.1 There is a clear statement of the level claimed relative to the NQF/QCF and evidence that participants who receive the award meet the stated requirements for that level.  Yes  No  NA
- 15.2 There is evidence of the extent to which the awards are accepted for the purposes of employment or further study.  Yes  No  NA
- 15.3 External moderators are involved in the assessment process where appropriate.  Yes  No  NA

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

Comments \_\_\_\_\_

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

- 16.1 The provider complies with the requirements of the relevant awarding bodies in terms of examination security and administration where appropriate.  Yes  No  NA
- 16.2 For internal assessments and awards, there are effective systems in place for examination security and administration, and 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 \_\_\_\_\_

## INSPECTION AREA - PARTICIPANT WELFARE

### 17. Participants receive pastoral support appropriate to their age, background and circumstances

- |      |   |  |
|------|---|--|
| 17.1 | There is at least one named staff member responsible for participant welfare who is suitably trained, accessible to all participants and available to provide advice. | <input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA |
| 17.2 | Participants receive appropriate advice before the start of the programme.  | <input checked="" type="radio"/> Yes <input type="radio"/> No                          |
| 17.3 | Participants receive an appropriate induction and relevant information at the start of the programme.   | <input checked="" type="radio"/> Yes <input type="radio"/> No                          |
| 17.4 | Participants are issued with a contact number for out-of-hours and emergency support.   | <input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA |
| 17.5 | The provider has policies in place to avoid discrimination and a published procedure for dealing with any abusive behaviour.  | <input checked="" type="radio"/> Yes <input type="radio"/> No                          |
| 17.6 | Effective safeguarding arrangements are in place and are regularly reviewed to keep all participants safe.  | <input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA |
| 17.7 | Effective arrangements are in place to protect participants from the risks associated with radicalisation and extremism.  | <input checked="" type="radio"/> Yes <input type="radio"/> No                          |

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

#### Comments

There is an exceptional level of support provided for the participants. They have various staff they can go to in the event that they have problems.

Participants receive extensive relevant information before the camp via e-mail, telephone and social media.

On the first day a full induction covers behaviour expectations and all designated pastoral staff are involved. The ground rules for dormitories are shared and this is good practice.

XKeys meets a high standard of safeguarding. There is a safeguarding manager with responsibility across the provision. One aspect of excellent practice is that all children are clocked in and out of the buildings so that XKeys knows exactly where any child is at any given moment. There is extensive staff training on safeguarding matters, including about the risks relating to radicalisation and extremism.

### 18. International participants are provided with specific advice and assistance

- |      |  |   |
|------|--|---|
| 18.1 | International participants receive appropriate advice before their arrival on travelling to and staying in the UK.   | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 18.2 | International participants receive an appropriate induction upon arrival covering issues specific to the local area.   | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 18.3 | Information and advice specific to international participants continues to be available throughout the course of study.  | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 18.4 | Provision of support takes into account cultural and religious considerations. Where possible, participants have access to speakers of their own first language. | <input checked="" type="radio"/> Yes <input type="radio"/> No |

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

#### Comments

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

- 19.1 Participants apply for and are enrolled on courses under fair and transparent contractual terms and conditions.  Yes  No
- 19.2 Participants have access to a fair complaints procedure of which they are informed in writing at the start of the course.  Yes  No

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

**Comments**

XKeys' complaints procedures are very well documented and are fair and transparent.

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**

Although OFSTED inspection is not applicable to the summer camp operation the school itself regularly undergoes stringent inspections of all provision from OFSTED.

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**

Participants can choose from a range of appropriate social activities such as football and table tennis tournaments. Some of these activities take place during the participants' free time.

The variety of activities is tailored to the participants' needs and interests. Participants and staff can suggest additional activities, which indicates a good level of flexibility.

The level of supervision is excellent during social activities.

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**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

**Comments** \_\_\_\_\_

**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  NA
- 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**

Classrooms are very well equipped with interactive whiteboards and other technology resources.

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**

Managers and the temporary staff, who are employed for the camps have full use of the facilities, such as the theatre, offices with computers, recreational facilities as well as the very well run dining hall. The dining hall is always open during the day for refreshments.

**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

Excellent administration and high staff to participant ratios.

The Director and other key staff have many years of experience in summer camps. As a result, action planning is of a high standard to enable effective operation and a flexible response to clients' needs.

Communication at every level between stakeholders is very effectively managed.

Managers are extremely responsive to participants' and parents' requirements on a day-to-day basis.

The administration and management of academic and social activities is of excellent quality.

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

### TEACHING, LEARNING AND ASSESSMENT

#### Provider's strengths

Teachers are well qualified and plan lessons and activities very well.

The ongoing assessment of participants' progress is thorough and developmental.

Participants enjoy the fun activities. They respond very well, and are very well motivated to learn through trainers' enthusiasm and guidance.

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

### PARTICIPANT WELFARE

#### Provider's strengths

Policies and procedures relating to safeguarding and welfare are comprehensive and up-to-date. They are implemented during the camp in a thorough and exemplary way by all staff.

Staff responsible for children's training, pastoral care and welfare are highly qualified and experienced.

Boarding facilities are extremely well appointed and regulated.

Participants feel safe and secure and enjoy all aspects of the camp.

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**

The private school premises at Monmouth are unique and spacious providing a wide range of facilities and equipment.

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

**RECOMMENDED AREAS FOR QUALITY IMPROVEMENT**

None

**COMPLIANCE WITH STATUTORY REQUIREMENTS**