



## **BRITISH ACCREDITATION COUNCIL INSPECTION REPORT**

### **INTERIM VISIT College**

**INSTITUTION:** The College of Central London

**ADDRESS:** Tower Bridge Business Centre  
3<sup>rd</sup> Floor  
46-48 East Smithfield  
London  
E1W 1AW

**HEAD OF INSTITUTION:** Mr Nicolas Kailides

**ACCREDITATION STATUS:** Accredited

**DATE OF VISIT:** 6 February 2017

**ACCREDITATION COMMITTEE DECISION AND DATE:** Continued Accreditation 23 March 2017

## **PART A – INTRODUCTION**

### **1. Background to the institution**

The College of Central London (the College) is a long-established institution. It was originally founded as Saint Patrick's College in 1968 and was renamed the College of Central London in 1996.

Originally it specialised in English as a Foreign Language (EFL) courses but diversified into business, computing, management, international trade and maritime courses as it grew in size.

The College was previously situated close to Aldgate East tube station in managed offices, but in November 2015 moved to new premises. It is now located in an attractive serviced office block, which is based less than ten minutes' walk from the tube stations at Tower Hill and Aldgate East.

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

The College currently specialises in Business and Technology Education Council (BTEC), Higher National Diploma (HND) and Diploma programmes in business, computing, international trade and maritime management, although the latter two qualifications have no current enrolments.

The College also offers British Institute of Facilities Management (BIFM) programmes at Levels 4, 5 and 6. These are currently offered as part-time, day or evening, and as distance learning courses. Numbers in the class groups are low, ranging from one to ten students. Some programmes run as six-month courses, which enable overseas students to attend on student visitors' visas.

The current students are from the United Kingdom (UK).

### **3. Inspection visit process**

The inspection was carried out by one inspector over a one-day period. The inspector held meetings with the College Director. The inspector also examined a broad range of documents, including minutes of meetings, quality assurance and monitoring documents and records. Students' course evaluations and samples of assessed work were also reviewed.

#### **4. Inspection history**

<b>Inspection type</b>	<b>Date</b>
Full accreditation	5 - 6 October 2004
Supplementary	14 December 2004
Interim visit	28 February 2008
Re-accreditation	7 - 8 October 2009
Supplementary	22 January 2010
Supplementary	14 October 2011
Supplementary	16 December 2011
Interim visit/Supplementary	17 April 2013
Re-accreditation	1 April 2014
Supplementary	1 December 2015

## **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**

The College has reluctantly taken the decision to phase out two of its courses. These are International Trade and Maritime Management. However, the College has responded positively to the adverse conditions created by awarding body and funding changes, and falling numbers and has been successful in expanding its reach by winning bids to provide high-profile organisations with bespoke corporate training.

New clients include Tower Hamlets Borough Council, for the provision of Level 3 training at their East India Quay offices. Other new clients are Saint Bartholomew's Hospital, for the provision of a health training package and the Houses of Parliament, where the College is supplying the British Institute of Facilities Management (BIFM) Levels 3 and 4 programmes to trainees at the Millbank premises. This entrepreneurial approach has provided the College with a new arm to its business and is helping to mitigate against the reduced numbers of part-time students. The College sees this as a potential growth market for them and is actively seeking further opportunities.

In addition, the College is constantly reviewing its delivery model and currently offers a range of routes to qualification for its students, which are face-to-face training, blended training combining face-to-face with online training, and a distance learning model, with students accessing their tutor and their course materials via an on-line portal.

The College has responded positively to the current educational climate and a further example of this is the inclusion of task-based assessments into the Level 4 Certificate in Facilities Management.

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

#### *2.4 Policies could usefully be kept together in one place.*

This action has been fully met and all policies are now collected in one place.

#### *3.3 A system for the regular review of staff including class observation should be introduced.*

This action has been partially met. There is now a system for the review of staff, which includes class observations, but this has not yet been implemented with sufficient regularity for all staff.

#### *4.1 4.2 The prospectus and website need updating and amendment, particularly with regard to the programmes offered and accommodation.*

The College website has been updated and accurately reflects the College provision. However, the College prospectus still contains much information which is out of date. During the interim visit, this was discussed and the prospectus is now viewed as a historical document. It is no longer used for marketing purposes and any copies retained are solely for the use of the College staff. The website is the route for all new students to find essential information on the College.

#### *5.1 There should be a statement in the publicity that students are required to be over 18 years of age.*

This action has been fully met. There is now a clear statement on the College website about the requirement for students to be 18 years of age or over.

11.3 Regular class observation and appraisal should be introduced.

Not all staff are currently observed each year.

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

*The College should be fully aware of its own legal requirements for health and safety matters including the consideration of developing a suitable policy. This should be completely separate from the serviced office's health and safety responsibilities.*

The College updates its policies annually, including its recently developed policy on health and safety. These policies are made available for students at induction on both a memory stick and on Moodle, an online system.

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

#### 4.1 Management, Staffing and Administration

	Met	Partially met	Not met	
The standards are judged to be		✓		
<b>Comments</b>				
<p>The management are very experienced, responsive to student and staff needs and quick to implement any suggested improvements. There was a good initial response to the actions set at the last full inspection with all actions being addressed quickly.</p> <p>3.3 11.3 The system for performance management, which uses annual appraisal and classroom observation to monitor the standards of staff performance, is currently not implemented for all staff, with sufficient regularity.</p> <p>The performance review and classroom observation policy is not made explicit to all staff.</p> <p>Feedback on training and on the provision is provided, by students, on a regular basis at the end of the programme, by reviewing courses online on a public website called Hot Courses. During the year, feedback is gathered through an 'open door' policy by the College Director and many students take advantage of this opportunity.</p> <p>Student feedback is obtained formally at the end of courses and therefore in-year adjustments cannot currently be made.</p>				

#### 4.2 Teaching, Learning and Assessment

	Met	Partially met	Not met	
The standards are judged to be	✓			
<b>Comments</b>				
None				

### 4.3 Student Welfare

	Met	Partially met	Not met	
The standards are judged to be	✓			
<b>Comments</b>  Student welfare is clearly of paramount importance to the College. Its ethos is one of flexibility and support and its staff make considerable efforts to ensure that its successful students achieve their qualifications within short timescales.				

### 4.4 Premises and Facilities

	Met	Partially met	Not met	
The standards are judged to be	✓			
<b>Comments</b>  The premises are centrally located, quiet and well maintained. There are good teaching and learning facilities and equipment in the classroom.  The accommodation allows for flexibility of use.  Security arrangements are good.				

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

<p><b>STRENGTHS</b></p> <p>All the staff at the College take a responsive approach to student needs.</p> <p>The approach to assessment and tracking of student progress is thorough. As a result, awarding body reports are positive and students and staff are clear about how well they are progressing.</p> <p>The College has been responsive to student demands for different training models and provide blended learning, face-to-face and distance learning programmes.</p> <p>The College has shown resilience and entrepreneurship in an ever-evolving educational landscape.</p>
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<b>ACTIONS REQUIRED</b>	<b>Priority H/M/L</b>
3.3 The College must ensure that it fully implements its policy to manage all staff performance through an annual appraisal.	M
11.3 The College must ensure that it systematically includes annual lesson observations, of all its teachers, in its performance management approach.	M

<p><b>RECOMMENDED AREAS FOR IMPROVEMENT</b></p> <p>The College should add its performance management policy to its Quality Assurance Policy so that it is explicit and understood by all.</p> <p>The College should gather student feedback, more formally, during their course of study so that it can make appropriate interventions or provide additional support to benefit its existing students.</p>
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**COMPLIANCE WITH STATUTORY REQUIREMENTS**

Declaration of compliance has been signed and dated.	YES
Further comments, if applicable None	