



## **BRITISH ACCREDITATION COUNCIL INSPECTION REPORT**

### **INTERIM & NEW PREMISES INSPECTION (College)**

**INSTITUTION:** London College of International Business Studies

**ADDRESS:** Dock Manager's Office  
Surrey Quays  
LONDON  
SE16 2XU

**HEAD OF INSTITUTION:** Jeff Schultz, President

**Accreditation status:** Accredited

**Date of inspection:** 30 November 2015

**ACCREDITATION COMMITTEE DECISION AND DATE:** 28 January 2016

## PART A – INTRODUCTION

### 1. Background to the institution

The London College of International Business Studies Ltd (LCIBS or the College) was formally established and incorporated on 4 May 1994 by former lecturers in Pitman Business School around the time Pitman College closed and LCIBS acquired its assets. LCIBS is currently owned by an American company, with two shareholders, who appointed the College's previous owner as the new President and Chief Executive Officer in 2014.

Since 1994 LCIBS has established some supportive relationships and partnerships with other recognised organisations, both from within and outside the UK, aiding access to appropriate student recruitment, providing student support, and enabling accreditation and recognised assessment qualifications for the higher education courses to be offered.

LCIBS has centre approval from Edexcel for level 4, 5 and 7 courses, and has been approved as a BBA and MBA centre by University of Business and International Studies (UBIS) based in Switzerland. In November 2014 LCIBS gained approval from the Confederation of Tourism and Hospitality (CTH) to offer diplomas in tourism management, travel agency management, and hotel management. LCIBS currently holds Highly Trusted Sponsor status for Tier 4 sponsored students, and the Home Office, QAA and other accreditation have been informed of the change of address.

This report combines the supplementary inspection for change of premises with the interim report to indicate progress related to actions and recommendations from the last (full) inspection of 2013.

### 2. Brief description of the current provision

At the time of the last inspection in November 2013, LCIBS managed a four-term academic year, with the possibility of a new student entry at the start at each of the four terms. The four-term system is still in place but students can now enrol every month so that HNC/HND students can complete a unit within a month and EDSML (Extended Diploma in Strategic Management, level 7) can complete within two months, fulfilling the required course learning hours. At the time of the previous inspection, the College had a total of 40 full-time and three part-time students, most of whom were mature or semi-mature students (18 to 35 years) with an average age of 23 years, and all were older than 18 years.

Currently, in the new location, there are 147 full-time (the majority being male) and no part-time students timetabled during the week. Previously there were equal numbers of male and female students, who were from a wide range of countries. A small number students study at LCIBS for three or six months as part of their home university course: they are assessed and accrue credit for this work towards their home university degree.

Following the change in ownership and subsequent move of premises there has been ongoing expansion, with changes in operations and management. Additional faculty heads and subject leaders have been appointed, with specialisms in accounting, marketing, tourism and human relations for example. A Director of Career Services has also been appointed. As at the last inspection, many of the current staff continue to act both as tutors as well as administrators/managers.

The only action point from the last inspection was that students should be provided with an out of hours contact mobile number – this is now provided during the induction. In discussion with the Dean the inspector noted that there is currently no system to ensure that induction for all students, particularly

for safeguarding and health and safety aspects, has been received, and it is recommended that students sign a checklist to confirm they have received an induction. LCIBS had made good progress against the recommendations from the last inspection in November 2013.

### **3. Inspection process**

This combined supplementary and interim inspection was conducted by one inspector over half a day. Brief meetings were held with the Academic Registrar (de-facto Operations Manager), the Dean, the Finance Manager, the IT Manager, two other teachers and other staff responsible for student administration, marketing and welfare. A brief discussion was held with a large class of Level 7 international students, and brief extracts from two lessons were observed. The inspector also saw some well-managed documentation relating to the move of premises, the updated quality assurance handbook for staff and the students' handbook.

### **4. Inspection history**

<b>Full Accreditation inspection:</b>	5 and 6 October 2004
<b>Interim inspection:</b>	15 December 2008
<b>Re-accreditation inspection:</b>	10 and 11 Nov 2009
<b>Interim inspection:</b>	1 June 2012
<b>Re-accreditation inspection:</b>	26 and 7 November 2013

## **PART B – JUDGEMENTS AND EVIDENCE**

**The following judgements 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 previous inspection the College has been sold to an American company although the previous owner has stayed on as President; he continues to maintain day to day monitoring and control, but has the support of an excellent dedicated team. In late August 2015 LCIBS moved from its Holborn premises, well-established since inception (in 1994) to leased premises in Surrey Quays, Docklands, (See introduction above and premises section below)

### **2. Response to action points and recommendations in last report**

*Students should be provided with an out of hours contact mobile number – (standard 18.4)*  
This is now provided during the induction.

#### **Progress has been made against the recommended areas of improvement:**

*Develop single-page flow charts to summarise new procedures, and facilitate their rigorous and straightforward implementation, especially by new staff members.*

A flow chart is in place showing how policies can link together. One is currently being developed for reviewing courses.

*Review content of all promotional material to ensure that there are no implications that LCIBS is inappropriately part of, or associated with, other well known, London establishments.*

This has taken place and current material is clear and explicit so that LCIBS is not associated with other colleges.

*The stated NQF or QCF level would be a helpful addition to each of the course descriptions.*

This is now contained in handbooks provided for each course.

*Students should have an early opportunity to provide early feedback about their first experiences and their accommodation, and to have their option for anonymity fully respected.*

This is no longer an issue – LCIBS does not itself provide accommodation.

*Personal student domestic budget information should be reviewed and updated as necessary.*

This is now provided on the LCIBS website.

*The pre-arrival and induction material could usefully include local places of worship.*

This is not routinely provided but the college's student welfare does advise individuals of this aspect if it is necessary.

*Seek opportunities to upgrade the WiFi system to increase the access speed of Moodle, web pages, etc.*

This has been addressed by the move to the new premises which has more WiFi capacity and speed.

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

#### 3.1 Management, Staffing and Administration

	Met	Partially met	Not met	NA
The standards are judged to be	✓			
<b>Comments</b> High standard of education and care shown by all staff. Excellent systems in place to record student admissions, attendance and progress.				

#### 3.2 Teaching, Learning and Assessment

	Met	Partially met	Not met	NA
The standards are judged to be	✓			
<b>Comments</b> During the inspection five classes were timetabled and in operation; two were briefly observed and outstanding teaching and learning were observed. In one, a highly-experienced teacher provided excellent support for the Level 7 students preparing their research project briefs; this was highlighted by the excellent one to one monitoring and feedback provided in rotation to each student. Students interviewed stated that they were extremely happy with the teaching and the progress they had made. One international student commented that the teaching at LCIBS was of a higher standard than she had received in her home Eastern European university.				

#### 3.3 Student Welfare

	Met	Partially met	Not met	NA
The standards are judged to be	✓			
<b>Comments</b> Excellent support by well qualified and experienced staff team provided from enrolment and induction onwards. Individual counselling is available to encompass educational, personal, moral and religious issues. Students seen confirmed that they were very happy with the support provided. Basic safeguarding requirements are met though there are no students under 18. In discussion with the Dean the inspector noted that there is currently no system to ensure that induction for all students, particularly for safeguarding and health and safety aspects, has been received, and it is recommended that students sign a checklist to confirm they have received an induction Two recommendations were suggested by the inspector: all students could usefully confirm they have received induction by completing a checklist – this will ensure any student arriving late does not miss her/his entitlement. Secondly, safeguarding training taking into account the latest legislation and guidance could usefully be provided on a regular basis to all staff.				

#### 3.4 Premises and Facilities

	Met	Partially met	Not met	NA
The standards are judged to be	✓			
<b>Comments</b> Secure 10-year lease seen. Spacious premises for number of students currently enrolled with good capacity for further expansion. HNC delivered in three weeks; strategic management courses in 6 or 7 weeks, involving more self-directed study and research. The College is currently building up its library and reference resources				

following the move.

The College is currently reviewing its resources and the development of further on-line resources particular for students on level 6/7 courses.

In addition to separate toilets for men and women on each of the two floors a disabled toilet is provided on the ground floor though no disabled students are currently enrolled.

Access to local facilities and student support services is better than at the previous premises and WiFi is faster.

**PART B – JUDGEMENTS 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 institution.

**INSPECTION AREA – PREMISES AND FACILITIES**

**1. The institution has secure possession of and access to its premises**

1.1	The institution has secure tenure on its premises				YES
1.2	Where required, the institution has access to suitable external premises for academic or non-academic purposes of a temporary or occasional nature.				YES
		Met	Partially met	Not met	
This standard is judged to be		✓			
<b>Comments</b>					
1.1 Secure 10-year lease seen.					
1.2 Access to local facilities and student support services is better than at the previous premises and WiFi is now apparently faster according to staff and students.					

**2. The premises provide a safe, secure and clean environment for students and staff**

2.1	Access to the premises is appropriately restricted and secured.				YES
2.2	The premises are maintained in an adequate state of repair, decoration and cleanliness				YES
2.3	There are specific safety rules in areas of particular hazard (e.g. science laboratories), made readily available to students, staff and visitors.				N/A
2.4	General guidance on health and safety is made available to students, staff and visitors.				YES
2.5	There is adequate signage inside and outside of the premises and notice boards for the display of general information.				YES
2.6	There is adequate circulation space for the number of students and staff accommodated, and a suitable area in which to receive visitors.				YES
2.7	There are toilet facilities of an appropriate number and level of cleanliness.				YES
2.8	There is adequate heating and ventilation in all rooms.				YES
		Met	Partially met	Not met	
This standard is judged to be		✓			
<b>Comments</b>					
2.4 Covered very well during the student induction although the inspector recommended that students' sign the induction checklist to confirm they have gone through the health and safety points. Statutory compliance in place.					
2.6 Spacious premises for number of students currently enrolled with good capacity for further expansion. In addition to separate toilets for men and women on each of the two floors a disabled toilet is provided on the ground floor though no disabled students are currently enrolled.					
2.7 In addition to separate toilets for men and women on each of the two floors a disabled toilet is provided on the ground floor though no disabled students are currently enrolled.					

**3. Classrooms and other learning areas are appropriate for the courses offered**

3.1	Classrooms and other learning areas provide adequate accommodation in size and number for the classes allocated to them.				YES
3.2	Classrooms and any specialised learning areas (e.g. laboratories, workshops, and studios) are equipped to a level which allows for the effective delivery of each course.				YES
3.3	There are facilities suitable for conducting the assessments required on each course.				YES
		✓	Partially met	Not met	

This standard is judged to be	✓			
<b>Comments</b>				
3.2 All classrooms and equipment inspected are of a high standard and include IT teaching aids and student study facilities. Very good common room for students and ample space for teachers to store materials.				
3.3 Quality of written feedback to student assignments observed on the Moodle system is of a high standard.				

**4. There are appropriate additional facilities for students and staff**

4.1	Students have access to sufficient space and suitable facilities for private study, including library and IT resources.	YES	
4.2	Teaching staff have access to sufficient personal space for preparing lessons, marking work and relaxation.	YES	
4.3	Students and staff have access to space and facilities suitable for relaxation and the consumption of food and drink where appropriate.	YES	
4.4	Students and staff have access to storage for personal possessions where appropriate.	YES	
4.5	There are individual offices or rooms in which academic staff and senior management can hold private meetings and a room of sufficient size to hold staff meetings.	YES	
4.6	Administrative offices are adequate in size and resources for the effective administration of the institution.	YES	
	Met	Partially met	Not met
This standard is judged to be	✓		
<b>Comments</b>			
4.1 The College is currently building up its library and reference resources following the move, and there is a great deal of material on the Moodle system, enhanced from the previous system in Holborn. The College is currently reviewing its resources and the development of further on-line resources particularly for students on level 6/7 courses.			
4.2 Teachers state that there is more storage space than previously.			
4.3 Students comment that there is better space for relaxation than in the previous premises.			

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

<p><b>Institution’s strengths</b></p> <ul style="list-style-type: none"> <li>• Strong focused and determined leadership from both the recently-appointed President and other key staff such as the Academic Registrar, Dean, faculty heads and Facilities Manager.</li> <li>• Staff and tutors enthusiastic, skilled and loyal to the College. Quality of written feedback to student assignments seen on the Moodle system is of a high standard.</li> <li>• Comprehensive documentation and rigorous timetabling of modules and procedures to record attendance and student progress in place meets Home Office requirements for Tier 4.</li> <li>• Regular inspections by Edexcel, QAA and BAC to accredit and support higher education programmes.</li> <li>• The recently-acquired premises are very well located and spacious for current student numbers, very well located and well-appointed; classrooms and equipment are of a high standard and include IT teaching aids and student study facilities. Very good common room for students and ample space for teachers to store materials.</li> <li>• Staff are sensitive to, and qualified for, preparing and supporting students' needs including excellent Welfare Officer and recently-appointed Careers Adviser.</li> </ul>
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Actions required	Priority H/M/L
None	

**COMPLIANCE WITH STATUTORY REQUIREMENTS**

Declaration of compliance has been signed and dated.	YES
<p>Further comments, if applicable</p> <p>Fire and first aid precautions in the newly-acquired premises appear to be good and equipment is better located than in the previous premises (a previous action point). The College was advised to retain an additional fire exit currently provided for a seldom-used storage area.</p>	