

BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

Short Course Provider (SCP) Candidacy / Stage 2 Inspection

PROVIDER: GISMA Business School London

ADDRESS: Buchanan House
30 Holborn
London
EC1N 2LX

HEAD OF PROVIDER: Mr Thorsten Thiel

DATE OF INSPECTION: 1 March 2018

ACCREDITATION STATUS AT INSPECTION: Unaccredited

DECISION ON ACCREDITATION:

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

Date: 23 May 2018

1. Background to the provider

GISMA Business School London Limited (GISMA London/the Provider) is a private limited company, which was registered in the United Kingdom (UK) in 2016. It is a subsidiary of the German International School of Management and Administration (GISMA Business School), which is based in Germany. GISMA Business School in Germany has two campuses, which are located in Berlin and Hannover. London is the third campus to be set up and is the subject of this inspection report. GISMA Business School is owned by an international higher education group, which is called Global University Systems B.V (GUS).

GISMA London aims to deliver short executive education courses in London to business professionals. It will also deliver study abroad courses for students, who are studying on the degree programmes offered through GISMA in Germany and who wish to spend a semester in London as part of their degree course. The Provider is located in central London.

Currently GISMA London is being run by an Acting Academic Director, who spends two days a week in London and also works at GISMA Business School in Germany. The establishment of the London campus is also being supported by staff from GISMA in Germany and from GUS. These include the Managing Director, an administrator, a Welfare Officer, a Safeguarding Officer and a Head of Quality Assurance, all of whom the inspector met to conduct this inspection.

The permanent structure at GISMA London will consist of a full-time Academic Director, who will be supported by a Programme Manager and a Pastoral/Student Support Co-ordinator. The Academic Director will report to the Managing Director of GISMA Business School in Germany. Central services in areas such as human resources, operations, marketing, international development and quality assurance will be provided by GUS.

2. Brief description of the current provision

GISMA London offers a selection of executive education courses in areas such as Digital Leadership and Accounting and Finance. It is intended that these courses will provide participants with the skills and understanding needed to build a successful career. The courses are also intended to assist client companies to boost the performance of their employees. The executive education courses will be from two to six days' duration and are designed to provide a practical interactive workshop experience so that participants can both broaden their knowledge of the topic and get a solid understanding of the key principles and how to apply them in the workplace.

It is intended that these courses will focus on contemporary issues in the area of study. Therefore, the detailed content will be prepared close to the commencement of the course. It will be developed with stakeholders and take account of current market and regulatory trends. Participants will be encouraged to bring their own current, relevant and sector specific case studies for discussion in the sessions. The courses will include a final assessment that addresses the intended learning outcomes. These are likely to include methods such as written examinations and presentations.

The executive education courses are targeted at business professionals over the age of 18 and typically in their mid 20s. It is hoped to attract participants from the United Kingdom and the rest of the European Union and eventually from all parts of the world. Entry requirements will include a bachelor level undergraduate degree or its professional equivalent and at least 3 years' relevant work experience. The marketing team from GUS will help with the sales effort and to recruit participants. The short courses will be scheduled according to demand.

In addition to executive education, GISMA London is planning to offer a study abroad programme in London for students studying degree programmes at GISMA Business School in Germany. The degree programmes involved are the Master in International Business (MIB), which is offered through the Ecole de Management in Grenoble, France and the Magellan Master in Business Administration (MBA), which is offered through Porto Business School in Portugal. It is intended to attract also students from other countries of the European Union in addition to Germany. These courses are scheduled to commence in December 2018.

3. Inspection process

The inspection was conducted over one day at the office in Holborn, central London. Meetings were held with the Managing Director from Germany and the Acting Academic Director. In addition, meetings were held with the Welfare Manager, Safeguarding Officer, the marketing team and with the Head of Quality Assurance, all of whom are from GUS. Associated documentation was scrutinised. A tour of the premises was also conducted. The information provided during the inspection was high quality, well organised and readily accessible.

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

GISMA London's governance structure is clearly defined. Effective mechanisms are in place to ensure that all aspects of the Provider's performance are effectively monitored. The current directors are highly qualified and provide a clear vision and strategic direction for the organisation.

Regular meetings between the Managing Director, who is based in Hannover Germany, and the current team in London are held and documented. Minutes of meetings indicate that there is effective oversight and provision of appropriate support, challenge and stimulus for growth of the London campus.

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

There is a systematic approach to recruiting suitably qualified staff who have relevant skills and experience.

The administration team is highly skilled and experienced in discharging its functions relating to enrolment data, participant bookings, registration procedures and attendance monitoring.

Appropriate policies and procedures, including in relation to the handling of personal data, are very well documented in the Staff Handbook.

Administrative offices are of a very high quality with effective arrangements in place for ensuring the health and safety of participants and staff.

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. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 3.2 | Experience and qualifications claimed are verified before employment. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 3.3 | There is an effective system for regularly reviewing the performance of staff. | <input checked="" type="radio"/> Yes <input type="radio"/> No |

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

Comments

The recruitment policy is comprehensive with effective procedures in place for the recruitment of appropriately skilled and experienced staff.

The appraisal system is effective and includes regular and appropriate activities for the efficient review of staff performance.

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. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 4.2 | Information on the courses available is comprehensive, accurate and up to date. | <input checked="" type="radio"/> Yes <input type="radio"/> No |

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

Comments

The inspector reviewed the proposed text to be provided on GISMA London's website. The proposed information provides comprehensive, accurate and detailed information about the provision. However, the website for London is not yet up and running.

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. | <input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA |
| 5.2 | A formal application process ensures that participants meet the entry requirements and any claimed qualifications are verified. | <input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> 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. | <input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA |
| 5.4 | Any overseas recruitment agents are properly selected, briefed, monitored and evaluated. | <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 entry requirements for each course are clearly set by the Acting Academic Director. The website and course fact sheets clearly outline course descriptions and entry requirements. This is also made available in the Operations Manual, to which appropriate staff have access. Participants are appropriately advised on the entry requirements including English language testing by the student adviser.

Courses are designed to provide a coherent programme of study at different levels of difficulty. The qualifications of prospective participants are effectively verified by the admissions team using the UK NARIC database.

International recruitment agents are selected and briefed well. They are required to abide by the code of conduct agreement which they sign prior to engagement.

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. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
|-----|--|---|

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

Comments

A clear and appropriate policy and procedures on participant attendance are published in the handbook and effectively communicated during induction.

There are clear lateness policies with appropriate procedures to monitor and make timely contact with participants who do not meet the requirements.

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. | <input type="radio"/> Yes | <input type="radio"/> No |
| 20.2 | Any residential accommodation is open to inspection by the appropriate authorities, including Ofsted where participants under 18 are accommodated. | <input type="radio"/> Yes | <input type="radio"/> No <input type="radio"/> 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. | <input type="radio"/> Yes | <input type="radio"/> No |
| 20.4 | A level of supervision is provided appropriate to the needs of participants. | <input type="radio"/> Yes | <input type="radio"/> No |
| 20.5 | Separate accommodation blocks are provided for participants under 18. | <input type="radio"/> Yes | <input type="radio"/> No <input type="radio"/> NA |

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

Comments _____

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

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|------|---|---------------------------|--------------------------|
| 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. | <input type="radio"/> Yes | <input type="radio"/> 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. | <input type="radio"/> Yes | <input type="radio"/> No |
| 21.3 | The provider has appropriate contracts in place with any hosts, clearly setting out the rules, terms and conditions of the provision. | <input type="radio"/> Yes | <input type="radio"/> No |
| 21.4 | Appropriate advice and support is given to both hosts and participants before and during the placement. | <input type="radio"/> Yes | <input type="radio"/> No |
| 21.5 | Clear monitoring procedures are in place with opportunities for participant feedback and prompt action taken in the event of problems. | <input type="radio"/> Yes | <input type="radio"/> 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**

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|------|--|---------------------------|---|
| 22.1 | Participants are provided with appropriate information on opportunities for participation at events and other leisure activities which may be of interest. | <input type="radio"/> Yes | <input type="radio"/> No |
| 22.2 | The social programme is responsive to the needs and wishes of participants. | <input type="radio"/> Yes | <input type="radio"/> No <input type="radio"/> NA |
| 22.3 | Any activities within the social programme have been chosen with consideration for their affordability by the majority of participants. | <input type="radio"/> Yes | <input type="radio"/> No <input type="radio"/> NA |
| 22.4 | Any activities organised by the provider are supervised by a responsible representative with suitable qualifications and experience. | <input type="radio"/> Yes | <input type="radio"/> No <input type="radio"/> 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. | <input checked="" type="radio"/> Yes | <input type="radio"/> No <input type="radio"/> NA |
| 23.2 | Where required, the provider has access to suitable external premises for training purposes of a temporary or occasional nature. | <input type="radio"/> Yes | <input type="radio"/> No <input checked="" type="radio"/> NA |

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

Comments

GISMA London has a secure lease with suitable tenure on its premises.

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

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|------|--|--|
| 24.1 | Access to the premises is appropriately restricted and secured. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 24.2 | The premises are maintained in an adequate state of repair, decoration and cleanliness. | <input checked="" type="radio"/> Yes <input type="radio"/> 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. | <input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> NA |
| 24.4 | General guidance on health and safety is made available to participants, staff and visitors. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 24.5 | There is adequate signage inside and outside of the premises and notice boards for the display of general information. | <input checked="" type="radio"/> Yes <input type="radio"/> 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. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 24.7 | There are toilet facilities of an appropriate number and level of cleanliness. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 24.8 | There is adequate heating and ventilation in all rooms. | <input checked="" type="radio"/> Yes <input type="radio"/> No |

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

Comments

Access to the premises is secure.

Toilet facilities are sufficient in number and the maintenance of the fabric of the building and the levels of decoration are very good.

Lighting, ventilation, heating and sound insulation are excellent.

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. | <input checked="" type="radio"/> Yes <input type="radio"/> 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. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 25.3 | There are facilities suitable for conducting the assessments required on each course. | <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

Training rooms are spacious and very well equipped.

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

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|------|---|--------------------------------------|--------------------------|--------------------------|
| 26.1 | Participants have access to sufficient space and suitable facilities for private study, including library and IT resources. | <input checked="" type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> NA |
| 26.2 | Trainers have access to sufficient personal space for preparing lessons, marking work and relaxation. | <input checked="" type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> NA |
| 26.3 | Participants and staff have access to space and facilities suitable for relaxation and the consumption of food and drink where appropriate. | <input checked="" type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> NA |
| 26.4 | Participants and staff have access to storage for personal possessions where appropriate. | <input checked="" type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> 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. | <input checked="" type="radio"/> Yes | <input type="radio"/> No | |

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

Comments

Additional facilities, including for meetings, private work and relaxation, for participants and staff meet requirements. Conference and meeting rooms are equipped with high quality equipment and resources.

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

Managers are clear with regard to the educational direction of the Provider and provide appropriate support and stimulus for growth.

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

PARTICIPANT WELFARE

Provider's strengths

Appropriate policies and procedures are in place to support participants effectively.

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 premises provide a high quality teaching and learning environment and are based in an excellent location in central London.

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

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

The London website should be fully up and running and be available for scrutiny at the Stage 3 inspection.

COMPLIANCE WITH STATUTORY REQUIREMENTS