



BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

MID-WAY PROBATION REVIEW (Short Course Provider)

PROVIDER: London Business Training and Consulting

ADDRESS: Seven Pancras Square
7 King's Boulevard
Kings Cross
London
N1C 4AG

HEAD OF PROVIDER: Mr Rohit Chandiramani

DATE OF VISIT: 14 August 2018

ACCREDITATION COMMITTEE DECISION AND DATE: Continued probation accreditation 27 September 2018

PART A - INTRODUCTION

1. Background to the provider

London Business Training and Consulting (LBTC/the Provider) was established in January 2017 as a private limited company with a single shareholder, who is also the Chief Executive Officer (CEO). It provides business and management training and consultancy services.

The CEO is responsible for the day-to-day running of all aspects of the Provider. He makes use of various out-sourced services such as marketing, including the development of the website, accounting and has set up a call response service for the office telephone number. The courses are delivered by self-employed consultants. There are no other employed members of staff.

LBTC aims to meet the business and management training and consulting needs of all individuals and organisations the world over and to deliver an innovative, sustainable and accessible service of premium quality that provides solutions for its clients.

The Provider is located in a serviced venue near King's Cross station in London. The building includes serviced offices as well as meeting spaces and training rooms, which the Provider can hire as required.

2. Brief description of the current provision

LBTC provides a wide range of unaccredited courses in subjects related to business, management and finance. The courses are targeted at delegates from West Africa, South East Asia and the Middle East. Examples of the specific areas covered are leadership and inter-personal skills, human resources, accounting, banking, operations and project management, marketing public relations and sales, administration and secretarial skills and information systems.

The courses can be run as open programmes for delegates from any organisation or as bespoke courses designed to meet the specific requirements of individual clients. The bespoke courses can also be run at the client's own premises. The duration of the courses is flexible, for example, a course in strategic human resources management can be run as a two-week course, covering introductory and advanced content, or split into two one-week courses or run as separate days, depending on the client's requirements.

Since the previous inspection, various courses have been run by the Provider. These have included a two-week course for one delegate from Qatar in February 2018 in strategic human resources management, a one-day course in public relations for a delegate from the British Virgin Islands in March 2018 and a three-week course for three delegates from the Royal Air Force in Oman in March 2018 in Advanced Strategic Procurement and Operations Strategy.

At the time of this inspection, there were six courses running with a total of 11 participants. These included courses on Operations Strategy, Management Skills Development and Human Resource Practice. All the delegates were mid- to senior-level professionals. They came from the United Arab Emirates (UAE), Jordan, Mozambique, Nigeria and Ghana. There was an equal split of male and female delegates and all were over the age of 18.

3. Inspection visit process

The inspection was carried out by one inspector over half a day. The inspector had meetings with the CEO, a group of delegates and a group of self-employed consultants. A tour of the premises was carried out and three training sessions were observed. Various supporting documentary evidence was scrutinised. The Provide co-operated very well with the inspection process.

4. Inspection history

Full inspection: 22-23 November 2017

PART B – JUDGMENTS AND EVIDENCE

The following judgments and comments are based upon evidence seen by the inspector(s) during the inspection and from documentation provided by the provider

1. Significant changes since the last inspection

The CEO has travelled to six Middle East countries, including Kuwait, Qatar and Saudi Arabia, as well as to Ghana and Nigeria to promote the business and build client relationships. This, together with an increase in digital marketing activity, has resulted in increased interest and applications to attend the courses.

2. Response to action points in last report

There were no action points in the last report.

3. Response to recommended areas for improvement in last report

It is recommended that the Provider undertakes risk assessment and training on radicalisation and extremism to enable appropriate formal policies and procedures to be created.

The Provider has carried out an appropriate risk assessment to assess the risk of its delegates becoming radicalised and being exposed to extremist views. This was carried out in consultation with the self-employed consultants and includes a review process. They have rated the risk as low given the delegates' professional backgrounds and the individual assessments of the delegates that are carried out by the CEO and the delegates' employers. There is no specific mention of radicalisation or extremism in the delegate information and the staff have not been trained.

4. Compliance with BAC accreditation requirements

4.1 Management, Staffing and Administration (spot check)

	Met	Partially met	Not met	
The standards are judged to be	✓			
Comments				
<p>The Provider is well managed. The CEO has good relevant experience. The business model is highly effective for a start-up. Key aspects such as telephone call management, marketing and financial support are out-sourced. There is a high dependence on electronic communication methods and the use of flexible high-quality premises, which are hired as required in a very good location in central London. The delegates confirmed that the administrative support they received was good.</p>				
<p>The communication between the CEO and the consultants who deliver the courses is very good. There is a consultant forum twice a year, which provides an opportunity to discuss relevant matters relating to the courses and other aspects of the Provider's operation. The consultants confirmed that the CEO communicates clearly and sets out the standards he expects so that the consultants know what is expected of them. They confirm that the CEO has an excellent attention to detail and that they enjoy working for LBTC. Inspection findings confirm this view.</p>				
<p>Delegates' attendance is effectively recorded and monitored and the resulting records are well maintained electronically. The delegates confirmed that the expectations relating to attendance were clearly explained to them.</p>				

The CEO maintains a report of the feedback from the delegates about the courses. It is possible to use this report to calculate an overall feedback score over any time period to enable the quality of the provision to be assessed effectively. There are no targets set for the feedback scores to ensure continuing improvement. The feedback covers a good range of indicators and includes the ability to provide qualitative comments. The consultants have access to this feedback information so that they can see how they are doing and are aware of any areas they need to improve.

4.2 Teaching, Learning and Assessment (spot check)

	Met	Partially met	Not met	
The standards are judged to be		✓		
Comments				
<p>The programmes are effectively managed. The consultants have autonomy to design their courses although the CEO provides information about what is required to meet the delegates' needs and reviews the material, such as the slides, to ensure they are appropriate. The consultants confirm that the courses are well organised. They receive relevant information about the delegates before they arrive so that they can tailor their programmes appropriately.</p> <p>The consultants are very knowledgeable about the subject areas that they are contracted to deliver. In the training sessions, the delegates are encouraged to share their own experiences. The activities include group work, which is effectively facilitated by the consultants, as well as case studies. The consultants ask good questions, are supportive and provide good feedback to the delegates. As a result, the sessions are highly interactive and the delegates feel comfortable to express their views and talk about what they are learning that will help them back in the workplace. The materials are high quality with colourful and engaging slides.</p> <p>In one-to-one sessions, very good questioning is used to challenge the delegates' thinking. Good rapport between the consultant and the delegate is evident and consultants are enthusiastic. As a result, delegates' needs are very well met.</p> <p>The delegates confirmed that they enjoyed the course delivery, which was interactive and participative. They said that the consultants had good subject knowledge and that the course was meeting their expectations and needs. Inspection findings confirm this view.</p> <p>Whilst the CEO checks in regularly with the delegates during their courses to ensure that they are satisfied and carries out observations of new consultants, he does not carry out regular observations of the other consultants to ensure continuing high quality and to share best practice.</p>				

4.3 Participant Welfare (spot check)

	Met	Partially met	Not met	
The standards are judged to be	✓			
Comments				
<p>The CEO handles any information and pastoral needs that the delegates may have. He contacts the delegates prior to arrival and provides them with relevant information as required, for example, regarding accommodation and travel in London. The information meets the needs of the current delegates, who are</p>				

professionals, the majority of whom have travelled to the United Kingdom before. There is no specific information for international delegates on the website, which can be easily accessed by potential delegates.

The delegates confirmed that they received a useful induction when they arrived and that they could contact the CEO if they had any requirements for additional information or support.

4.4 Premises and Facilities (spot check)

	Met	Partially met	Not met	
The standards are judged to be	✓			
Comments				
<p>The premises used by the Provider are excellent. The sign-in procedures on entry mean that access is appropriately restricted. There are good meeting and relaxation spaces and training rooms, which are well equipped and furnished.</p> <p>The delegates and the consultants confirmed that the premises and facilities were highly conducive to learning. Inspection findings confirm this view.</p>				

PART C – SUMMARY OF STRENGTHS AND ACTION POINTS

STRENGTHS
<p>The enthusiasm and commitment of the CEO ensures that the delegates have a high-quality experience.</p> <p>The consultants are knowledgeable and experienced and, as a result, the courses meet the needs of the delegates very well.</p>

ACTIONS REQUIRED	Priority H/M/L
The Provider must develop and implement an appropriate formal lesson observation process for all consultants in order to share best practice and ensure the continuing high quality of delivery.	M

RECOMMENDED AREAS FOR IMPROVEMENT
The Provider should include a reference to its procedures to minimise the risks of radicalisation and extremism in the delegate information and provide appropriate training for the staff and consultants.
LBTC is recommended to consider setting measurable targets for delegates’ feedback scores to ensure continuing improvement.
The Provide should include specific information for international delegates to access prior to arrival so that they know what to expect on arrival in London.

COMPLIANCE WITH STATUTORY REQUIREMENTS	
Declaration of compliance has been signed and dated.	YES
Further comments, if applicable	