

BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

College Reaccreditation Inspection

INSTITUTION: London College of International Business Studies

ADDRESS: 14 Southampton Place
London
WC1A 2AJ

HEAD OF INSTITUTION: Jonathan Groucutt, Vice President - Academic

DATE OF INSPECTION: 26 and 27 November 2013

ACCREDITATION STATUS AT INSPECTION: Accredited

DECISION ON ACCREDITATION:

- Reaccreditation to be awarded for the full four-year period.
- Decision on accreditation deferred.
- Accreditation to be withdrawn.

Date: 30 Jan 2014

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 joint principals, along with another director. The memorandum and articles of the company were entirely appropriate, its objects given as 'the provision of education and vocational training'. The directors had been lecturers in the Pitman Business School. In 1990-91 Pitman Central College was taken over by Consultancy Training plc, who decided to close Pitman College in 1994. At that point, the London College of International Business Studies (LCIBS) was incorporated, and the College's assets were sold to it. From just three half-course units in 1994 (business letter writing, oral skills and telephone techniques), LCIBS developed a range of certificate and diploma awards in the topic areas of business studies, administration, finance, international business management, marketing, communications, public relations, tourism management and marketing. In addition, LCIBS offered a Certificate in Professional English and Business Studies, and a Flexible Certificate Course. These were all offered in LCIBS's own name and had no external validating partner. For three years, from 2001-02, LCIBS worked closely, but with no formal agreement, with the London South Bank University to provide a foundation course for students from Harbin, China.

In response to the new requirements of what was then the UKBA for internal awards, LCIBS entered into an articulation agreement with London Metropolitan University (LMU) in July 2009. However, as the LMU did not offer courses in travel and tourism, LCIBS gained approval from the Confederation of Tourism and Hospitality (CTH) to offer diplomas in tourism management, travel agency management, and hotel management with effect from March 2010. LCIBS currently holds Highly Trusted Sponsor status for Tier 4 sponsored students.

While retaining the name LCIBS, there have been major changes to the administrative staff and tutors during the last 12 months. There is also a new policy of future provision solely towards students studying for higher education (HE) qualifications which will come into effect from Easter 2014. In addition, completely new procedures have been put in place to generate and maintain high quality in governance, academic achievement, and accountability. The inspector saw comprehensive and well-managed documentation that reflected LCIBS's initiatives towards these new and appropriately rigorous procedures.

LCIBS has occupied its current premises since 1994, and has the necessary planning permission for educational use from the London Borough of Camden. It is an attractive building of four storeys plus a basement, and includes a service lift. The area is rich in appropriate facilities and resources for students, and conveniently close to Holborn Underground station. The current 10-year lease expires on 24 March 2015, but LCIBS has the protection of the Landlord and Tenant Act 1954 for it to be renewed. During the last 12 months the whole building has been refurbished to be more appropriate for current use, with particular emphasis on the addition of classroom IT equipment, additional student facilities including a new common room, WiFi throughout, and the premises have subsequently been redecorated completely. LCIBS currently fully occupies these premises, but they will probably seek additional, or alternative premises for the planned expansion beyond the medium-term future.

LCIBS has established some supportive relationships and partnerships with other recognised organisations, both from within and outside the UK. These are intended to aid access to appropriate student recruitment, provide student support, and to give accreditation and recognised assessment qualifications for the higher education courses to be offered.

2. Brief description of the current provision

LCIBS manages a four-term academic year, with the possibility of a new student entry at the start at each of the four terms. This is made practical by the modularisation of all courses: LCIBS's 'Carousel' system. It may be found necessary to modify this provision as student numbers grow. At the time of this 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. There are approximately equal numbers of male and female students. There are a wide range of nationalities represented. Many 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.

During the major changes of the past 12 months, many of the current staff have been acting both as tutors as well as administrators/managers. This short-term provision will change shortly so that each member will be more able to focus and develop their particular expertise to the overall benefit of LCIBS and its students.

Currently there are a few students studying at a level lower than that for higher education, but these students will have completed their study and left by Easter 2014. Subsequently, all courses will be at NQF Levels 4, 5, and 7, and accredited and assessed by Edexcel.

3. Inspection process

This reaccreditation inspection was conducted by one inspector over two days. Meetings were held with the two Vice Presidents (VP-Academic Head of College, and VP-Head of Quality and Development), the Registrar, the Head of Undergraduate Students, the Head of Postgraduate Students, the Finance Director, the Marketing Manager, the Student Services, Building & Facilities Manager and the IT Manager. Additional meetings were held with a group of about 15 postgraduate students, and with one of the senior tutors. The Chief Executive Officer was in the USA and had sent his apologies. The inspector observed three classes, each of different levels and topics, and with different tutors.

4. Inspection history:

Inspection type	Date
Full Accreditation	5-6 October 2004
Interim	15 December 2008
Re-accreditation	10-11 Nov 2009
Interim	1 June 2012

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 institution.

INSPECTION AREA - MANAGEMENT, STAFFING AND ADMINISTRATION

1. The institution 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 institution 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. | <input checked="" type="radio"/> Yes <input type="radio"/> No |

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

Comments

- All administrators/managers are, or will shortly become, full-time employees of LCIBS.

2. The administration of the institution 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 institution. | <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 institution. | <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 |

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

Comments

- A new, comprehensive, and well-managed set of documentation is now in place.
- As the business grows, development of flow charts would aid the rigorous and practical application of the new procedures, and especially so for newly recruited staff.

3. **The institution 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

- The inspector was assured that all aspects of the growth of the business was to be carefully controlled and monitored according to new, current quality policies.

4. **Publicity material, both printed and electronic, gives a comprehensive, up-to-date and accurate description of the institution and its curriculum**

- 4.1 Text and images provide an accurate depiction of the institution'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

- LCIBS should ensure that no text or illustration should misrepresent their College venue or its local environment.
- The NQF or QCF level would be a helpful addition to each of the course descriptions.
- The Marketing Manager post is currently vacant, but a new recruit is being sought.

5. **The institution takes reasonable care to recruit and enrol suitable students for its courses**

- 5.1 Entry requirements for each course are set at an appropriate level and clearly stated in the course descriptions seen by prospective students. Yes No
- 5.2 A formal application process ensures that students meet the entry requirements and any claimed qualifications are verified. Yes No
- 5.3 Students are properly briefed on the nature and requirements of the courses for which they apply, and all application enquiries responded to promptly and appropriately. Yes No
- 5.4 Any overseas recruitment agents are properly selected, briefed, monitored and evaluated. Yes No NA
- 5.5 Students receive a proper initial assessment which includes language ability to confirm their capability to complete the courses on which they are enrolling. Yes No

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

Comments

- Members of the marketing team were especially helpful and flexible in working hours to support prospective student enquiries and applications worldwide.
- Students are only accepted if they possess the necessary, appropriate IELTS certificates in English language.
- Particular care is taken to ensure that any student's impairment or special needs are identified at an early stage during recruitment.

6. **There is an appropriate policy on student attendance and effective procedures and systems to enforce it**

- 6.1 There is a clear and published policy on student attendance and punctuality, requiring that they attend at least 80% of their scheduled classes. Yes No NA
- 6.2 Accurate and secure records of attendance and punctuality at each session are kept for all students, collated centrally and reviewed at least weekly. Yes No NA
- 6.3 Student absences are followed up promptly and appropriate action taken. Yes No NA

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

Comments

- LCIBS has implemented a rigorous procedure, including a Tier 4 traffic light system, to address this need.

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

- 7.1 The institution has effective mechanisms for obtaining feedback from students and other stakeholders (such as staff, partner institutions and employers) on all aspects of the institution's provision, including formal student 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 institution's response to the feedback to the student body. Yes No

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

Comments

- LCIBS has incorporated student representation on relevant College committees.
- Several students expressed the wish for an early opportunity to provide feedback about their first experiences and their accommodation, and for all staff fully to respect their option for anonymity with feedback returns.

8. **The institution 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 institution's performance. Yes No
- 8.2 Reports are compiled at least annually which present the results of the institution's reviews and incorporate action plans. Reports include analysis of year-on-year results on student satisfaction, retention, achievement, examination results and completion rates. Yes No
- 8.3 Action plans are implemented and regularly reviewed, with outcomes reported to the management. Yes No

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

Comments

- LCIBS has installed a new system to address all the relevant issues.
- This area is now the responsibility of one of the Vice Presidents, together with a review system by the appropriate committee.

INSPECTION AREA - TEACHING, LEARNING AND ASSESSMENT

9. Academic management is effective

- | | | |
|-----|---|---|
| 9.1 | There is a suitably qualified and experienced academic manager or academic management team with responsibility for teaching, learning and assessment. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 9.2 | Classes are timetabled and rooms allocated appropriately for the courses offered. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 9.3 | The allocation of teachers to classes provides for a consistent learning experience. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 9.4 | There is an appropriate policy and effective procedures for the acquisition of academic resources. | <input checked="" type="radio"/> Yes <input type="radio"/> No |

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

Comments

- Typically, each class of students has the benefit of experiencing two different tutors during a week of sessions, and several different tutors over a complete term.
- The LCIBS's 'Carousel', modular system, allows the flexibility for recruitment of new students at the start of each of the four terms.

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

- | | | |
|------|--|---|
| 10.1 | Courses are designed and delivered in ways that allow students to develop the knowledge and skills which will be required for final examinations or assessments. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 10.2 | Lessons and assessments maintain an appropriate focus on any assessment objectives or statement of learning outcomes established by the awarding body. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 10.3 | Formative assessments appropriately reflect the nature and standards of summative examinations. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 10.4 | Students are encouraged and enabled to develop independent learning skills. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 10.5 | Full-time courses requiring students to attend for 15 hours or more per week are time tabled over at least three days. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 10.6 | Any required coursework and revision periods are scheduled in advance. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 10.7 | The academic backgrounds and particular needs of students are taken into account in the classroom delivery of the course. | <input checked="" type="radio"/> Yes <input type="radio"/> No |

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

Comments

- LCIBS is running an increasing number of Pearson Edexcel programmes. This is an integral component in the implementation the new policy towards exclusive provision of courses leading to higher education qualifications.
- The relevant Vice President develops all aspects of each course in close collaboration with the relevant tutor(s).
- Target dates for coursework, assessments, etc, are built in to each course timetable.

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

- 11.1 Teachers are appropriately qualified and experienced. Yes No
- 11.2 Teachers 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 teaching staff incorporate regular classroom observation. Yes No
- 11.4 Teachers are supported in their continuing professional development and enabled to develop further pedagogic techniques to enhance the learning of students. Yes No
- 11.5 Teachers respond to different learning needs of students where appropriate, taking various learning styles into account in their planning and delivery of lessons. Yes No
- 11.6 Teachers employ effective strategies to involve all students 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

- New and appropriate peer monitoring of tuition is now in place, and the regular feedback/review is mixed with opportunities for in-house and external CPD to good effect.
- Each student group is assured of an appropriate mix of tutors, and a variety of presentation styles across their course.
- Tutor recruitment is now in progress to provide a bank of suitable tutors in preparation for business growth.

12. **The institution provides students and teachers with access to appropriate resources and materials for study**

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

Comments

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

- 13.1 Courses are planned to include a schedule of assessments, the procedures and criteria for which are available in writing and in advance to students and teachers. Yes No
- 13.2 Assessment outcomes are monitored to enable the identification of students who are not making satisfactory progress and prompt intervention where appropriate. Yes No
- 13.3 Students are made aware of how their progress relates to their targeted level of achievement. Yes No
- 13.4 The institution takes appropriate steps to identify and discourage cheating and other misdemeanours, and to penalise offenders. Yes No
- 13.5 Additional support or advice on alternative courses is provided to students who are judged not to be making sufficient progress to succeed. Yes No
- 13.6 Oral and written feedback is given to individual students on a regular basis, tailored to meet their specific needs and constructive in its nature and delivery. Yes No
- 13.7 Students have appropriate access outside class time to teachers or personal tutors for academic support. Yes No

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

Comments

- Students are represented in the planning of courses.
- A recently installed, and internally customised, 'Moodle' IT software system provides considerable support for students, tutors and management, and has facilities to monitor individual student progress.
- All student submissions are routinely checked for plagiarism by newly installed software.
- English language support is readily available should this be found to be necessary.

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

- 14.1 For courses leading to the award of a UK degree, the institution has a formal agreement with a recognised UK degree-awarding body. Yes No NA
- 14.2 For courses leading to other UK awards, the awarding body is recognised by the relevant regulator. Yes No NA
- 14.3 For courses leading to the award of an overseas degree, the institution has a formal partnership agreement with the overseas degree-awarding body, which is itself accredited by a recognised national agency. Yes No NA

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

Comments

- LCIBS has very recently been subject to a QAA inspection.
- Pearson Edexcel is currently the awarding body and will conduct an inspection during January 2014.

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 students 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 institution complies with the requirements of the relevant awarding bodies in terms of examination security and administration. Yes No NA
- 16.2 For internal awards, there are effective systems in place for examination security and administration, and clear procedures for students to appeal against their marks. Yes No NA

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

Comments

- Assessments are conducted by the Vice President and tutors under Pearson Edexcel as the awarding body.
- Appropriate recent moderation evidence and examiners' reports were seen by the inspector.

17. **There is appropriate provision of advice for students intending to proceed to employment or higher/further education**

- 17.1 Students have access to advice from appropriate staff member on further study and career opportunities. Yes No
- 17.2 If the institution offers courses preparing students for higher education, they have access to prospectuses and to advice from a designated staff member both on selecting courses and institutions and on the application process. Yes No NA

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

Comments

- Many LCIBS students can be considered as mature students, with an average age of about 23 years.
- In addition to the two Vice Presidents and the tutors, students have access to a long-standing, local, partnership company, Anglo Educational Services (AES).
- Some students are studying at LCIBS for an assessed and credited component as an enrichment to their home university course. In these cases, AES provides support to supplement that from their home university.
- LCIBS is increasingly implementing 12 week work placements that are assessed and credited towards their final award.

INSPECTION AREA - STUDENT WELFARE

18. Students receive pastoral support appropriate to their age, background and circumstances

- 18.1 There is at least one named staff member responsible for student welfare who is suitably trained, accessible to all students and available to provide advice and counselling. Yes No
- 18.2 Students receive appropriate advice before arrival. Yes No
- 18.3 Students receive an appropriate induction and relevant information upon arrival. Yes No
- 18.4 Students are issued with a contact number for out-of-hours and emergency support. Yes No
- 18.5 The institution has policies in place to avoid discrimination and a published procedure for dealing with any abusive behaviour. Yes No

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

Comments

18.4 All students are mature or semi-mature, but an out-of-hours contact number should be issued.

- While the personal domestic budget information is from a recognised source, it should be reviewed by LCIBS, and updated as necessary.

19. International students are provided with specific advice and assistance

- 19.1 International students receive appropriate advice before their arrival on travelling to and staying in the UK. Yes No
- 19.2 International students receive an appropriate induction upon arrival covering issues specific to the local area. Yes No
- 19.3 Information and advice specific to international students continues to be available throughout the course of study. Yes No
- 19.4 Provision of support takes into account cultural and religious considerations. Where possible, students have access to speakers of their own first language. Yes No

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

Comments

- The marketing team comprises several individuals recruited from overseas, and with a good range of appropriate foreign language skills.
- The pre-arrival information could usefully include local places of worship.

20. **The fair treatment of students is ensured**

- 20.1 Students apply for and are enrolled on courses under fair and transparent contractual terms and conditions. Yes No
- 20.2 Students have access to a fair complaints procedure of which they are informed in writing at the start of the course. Yes No
- 20.3 Students are advised of BAC's own complaints procedure. Yes No

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

Comments

- Students volunteer to represent their peers, and are invited so that they fairly represent the whole range of the academic provision.

21. **Where residential accommodation is offered, it is fit for purpose, well maintained and appropriately supervised**

- 21.1 Any residential accommodation is clean, safe and of a standard which is adequate to the needs of students. Yes No
- 21.2 Any residential accommodation is open to inspection by the appropriate authorities, including Ofsted where students under 18 are accommodated. Yes No NA
- 21.3 Clear rules and fire, health and safety procedures are in place, with appropriate precautions taken for security of students and their property. Yes No
- 21.4 A level of supervision is provided appropriate to the needs of students. Yes No
- 21.5 Separate accommodation blocks are provided for students under 18. Yes No NA

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

Comments

- Many mature students find their own accommodation, but all students have access to the services of AES for a choice of accommodation to best match their needs, and relatively local to LCIBS.

22. **Where home-stay accommodation is organised, the welfare of students is ensured and the institution's relationship with hosts is properly managed**

- 22.1 Due care is taken in selecting home-stay accommodation which both provides a safe and comfortable living environment for students and is appropriately located for travel to the institution and back. Yes No
- 22.2 Any home-stay accommodation is inspected before students are placed and is subject to regular re-inspection by a responsible representative or agent of the institution. Yes No
- 22.3 The institution has appropriate contracts in place with any hosts, clearly setting out the rules, terms and conditions of the provision. Yes No
- 22.4 Appropriate advice and support is given to both hosts and students before and during the placement. Yes No
- 22.5 Clear monitoring procedures are in place with opportunities for student 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

23. **The institution provides an appropriate social programme for students and information on leisure activities in the area**

- 23.1 Students are provided with appropriate information on opportunities for participation at events and other leisure activities which may be of interest. Yes No
- 23.2 The social programme is responsive to the needs and wishes of students. Yes No NA
- 23.3 Any activities within the social programme have been chosen with consideration for their affordability by the majority of students. Yes No NA
- 23.4 Any activities organised by the institution 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

- Social event organisation includes student representation. Some events are self-organised by the student representatives, and they work to a budget allocated by LCIBS.
- Access to the nearby University of London Union (ULU) is available for a minimal fee.

INSPECTION AREA - PREMISES AND FACILITIES

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

24.1 The institution has secure tenure on its premises. Yes No NA

24.2 Where required, the institution has access to suitable external premises for academic or non-academic purposes of a temporary or occasional nature. Yes No NA

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

Comments

- A comprehensive lease contract was seen by the inspector.

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

25.1 Access to the premises is appropriately restricted and secured. Yes No

25.2 The premises are maintained in an adequate state of repair, decoration and cleanliness. Yes No

25.3 There are specific safety rules in areas of particular hazard (e.g. science laboratories), made readily available to students, staff and visitors. Yes No NA

25.4 General guidance on health and safety is made available to students, staff and visitors. Yes No

25.5 There is adequate signage inside and outside of the premises and notice boards for the display of general information. Yes No

25.6 There is adequate circulation space for the number of students and staff accommodated, and a suitable area in which to receive visitors. Yes No

25.7 There are toilet facilities of an appropriate number and level of cleanliness. Yes No

25.8 There is adequate heating and ventilation in all rooms. Yes No

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

Comments

- New student common room provided, and additional working space created for tutors.
- Particularly good daylight and ventilation in all rooms.
- Comprehensive floor plans include detailed dimensions for planning purposes.

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

- 26.1 Classrooms and other learning areas provide adequate accommodation in size and number for the classes allocated to them. Yes No
- 26.2 Classrooms 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
- 26.3 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

- There are no specialised learning areas.
- Accommodation is adequate for the present numbers of staff and students. However, research is underway to source suitable additional, or alternative, accommodation for the planned, medium-term increase in business.

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

- 27.1 Students have access to sufficient space and suitable facilities for private study, including library and IT resources. Yes No
- 27.2 Teaching staff have access to sufficient personal space for preparing lessons, marking work and relaxation. Yes No
- 27.3 Students and staff have access to space and facilities suitable for relaxation and the consumption of food and drink where appropriate. Yes No NA
- 27.4 Students and staff have access to storage for personal possessions where appropriate. Yes No NA
- 27.5 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 No
- 27.6 Administrative offices are adequate in size and resources for the effective administration of the institution. Yes No

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

Comments

- WiFi facility is accessible in all rooms, although many students reported that its accessibility was very slow. There are boosters across the building and the effect is being monitored.

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

Institution's strengths

- Strong, focused and determined leadership from both new Vice Presidents.
- Staff and tutors enthusiastic, skilled and loyal to the Vice Presidents.
- Comprehensive new documentation and rigorous procedures.
- Clear policy for future teaching programme and its NQF Level.

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

TEACHING, LEARNING AND ASSESSMENT

Institution's strengths

- Inspections by Pearson Edexcel and QAA to support the new policy for higher education programmes.
- Refurbished premises, including IT teaching aids and student study facilities.

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

STUDENT WELFARE

Institution's strengths

- Mature students with opportunities to influence LCIBS's current and future provision.
- Staff sensitive to, and qualified for, preparing and supporting students' needs.

Actions required	Priority H/M/L
18.4 Students should be provided with an out-of-hours contact number, perhaps an LCIBS registered mobile phone allocated on a duty rota basis.	<input type="radio"/> High <input type="radio"/> Medium <input checked="" type="radio"/> Low

PREMISES AND FACILITIES

Institution's strengths

- Most suitable recently refurbished premises and equipment for current student numbers and staffing.
- Surrounded by appropriate facilities, and easy access to necessary support and transport.

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

RECOMMENDED AREAS FOR IMPROVEMENT

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

- The stated NQF or QCF level would be a helpful addition to each of the course descriptions.
- 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.
- Personal student domestic budget information should be reviewed and updated as necessary.
- The pre-arrival and induction material could usefully include local places of worship.
- Seek opportunities to upgrade the WiFi system to increase the access speed of Moodle, web pages, etc.

COMPLIANCE WITH STATUTORY REQUIREMENTS

The VP-Head of College signed and dated the BAC Declaration of Compliance¹ in the presence of the inspector, and with the explicit understanding that this included the responsibilities of the partnership company, AES, which arranges residential accommodation for some students.

The inspector noted that some of the portable fire extinguishing equipment seemed not necessarily appropriate to its particular location.