

# BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

## INTERIM INSPECTION (Short Course Provider)

**PROVIDER:** London Corporate Training

**ADDRESS:** 3 Shortlands  
London  
W6 8DA

**HEAD OF PROVIDER:** Mr Ian Mann

**ACCREDITATION STATUS:** Accredited

**DATE OF INSPECTION:** 3 July 2019

**ACCREDITATION COMMITTEE DECISION AND DATE:** Continued accreditation 26 September 2019

## **PART A – INTRODUCTION**

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### **1. Background to the provider**

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London Corporate Training (LCT/the Provider) is a privately-owned company. It specialises in delivering short business management training programmes for clients in a variety of sectors, including oil and gas, information technology (IT) and finance and banking. LCT is based in Hammersmith in London, and when necessary makes use of additional training rooms within the building complex and an adjacent hotel. The Provider's main objective is to develop the skills of participants to enable them to tackle challenges and grow within their organisation.

The sole proprietor is the Executive Chairman. He is supported by the Managing Director and the Finance Director. LCT was established in 1994 to provide management training programmes in London. Since 2009 it has been running a number of courses in New York, Dubai and Kuala Lumpur. The number of courses delivered overseas is rising. Depending on requests, bespoke courses are offered in countries such as Ghana, Kuwait, Azerbaijan, Nigeria and Spain. BAC accreditation is only for the operations in London.

The Provider's main markets were initially developed because of existing relationships within the oil, gas and petrochemical industries, banking and financial services and government ministries. More recent relationships have been developed within the telecommunications and transport sectors.

Since the last inspection, there has been a growth in the number of finance courses being offered. Also, new courses have been developed, particularly relating to IT, digital marketing, anti-corruption and corporate risk management.

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

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The Provider offers over 140 professional development courses, the majority of which last for one week. A small number of courses are offered for two weeks. The courses cover areas such as strategic management, human resources management, sales, finance and public relations. The courses are delivered face-to-face in London in small classes, with an average of five participants.

At the time of the inspection two courses, Advanced Financial Analysis and Core Sales Skills, were being delivered. Three participants were enrolled on these courses and 77 are booked onto future courses. The total capacity at any one time is 40 to 50 participants.

Participants are all over 18 years old and work in private companies with more than 50 employees or in the public sector, including Ministries. The very large majority come from overseas countries, with highest numbers from Nigeria, Indonesia, Saudi Arabia, Ghana and the United Kingdom (UK). Many participants have attended LCT courses on more than one occasion.

Participants enrol for courses on specific dates during the year. These are made known in the online publicity and in the prospectus.

### **3. Inspection process**

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The inspection was undertaken by one inspector over one day. The inspector reviewed documentation, met with management and staff, observed two lessons and met with participants. A tour of the premises was carried out. All documentation requested was supplied in a timely manner and was easily accessible. All staff co-operated fully with the inspector throughout the inspection.

#### 4. Inspection History

<b>Inspection Type</b>	<b>Date</b>
Full Accreditation	13-14 May 2009
Interim	18 June 2010
Re-accreditation	20-21 June 2013 26-27 June 2013
Interim	29 July 2015
Re-accreditation	25–26 May 2017

## **PART B – JUDGMENTS AND EVIDENCE**

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*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**

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New courses are offered in IT and Digital Technology to reflect changing market needs.

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

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*8.2 8.3 The Provider must use the full range of information available on its performance to produce an annual report. This report will then drive further organisational improvement by leading to a quality improvement or action plan for the coming year.*

An annual sales report is produced identifying bookings taken, bookings realised and revenue generated. This is reviewed monthly to ensure targets are being met and to identify where changes need to be made. A rolling development plan, based on the five-year strategy, is discussed at staff meetings. In this way actions are tracked. However, the full range of data and information available on annual performance is not used as part of this process, nor is a quality improvement plan or formal action plan in place. As a result, opportunities are being missed for the Provider to fully understand their performance in order to bring about further quality improvements.

*11.3 The Provider must introduce a lesson observation scheme, which would further develop the teaching skills of consultants.*

A suitable lesson observation scheme has been introduced. This includes observations of trainers by a member of staff, who has received related training from one of the lecturers to ensure they understand how to carry out effective observations of the Provider's courses. As part of the scheme, peer observations are also undertaken. Positive changes have taken place in teaching based on feedback provided.

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

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*It is recommended that the Provider uses specific images relating to their training provision in the prospectus rather than the generic images currently used.*

LCT have changed their graphic designer who has introduced specific images related to the training provision. The prospectus is a high-quality document and represents accurately the provision. It has received positive feedback from stakeholders.

*Although feedback is provided to delegates on an informal verbal basis during their training sessions, it is recommended that written feedback is provided on the full range of skills and knowledge that delegates develop, so that delegates can later reflect on the good progress they have made.*

Written feedback to participants is provided. This also meets the needs of the delegates' employers, who require this information.

### **4. Compliance with BAC accreditation requirements**

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#### **4.1 Management, Staffing and Administration (spot check)**

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**The standards are judged to be:**

Met

Partially Met

Not Met

**Comments**

The management structure is clearly defined and well understood by staff. Senior managers are suitably qualified, experienced and knowledgeable, and are effective in carrying out their responsibilities to support on-going business development and improvement. Management and staff are located in the same office, so informal communications are frequent. Management holds a meeting every two weeks with staff and senior managers meet quarterly. These effective communications promote a clear understanding of the provision.

Administrators are suitably experienced and understand their specific responsibilities, allowing for the effective running of the administration. At particularly busy times of the year, the number of administrative staff is not always sufficient, resulting in the staff not being able to carry out their duties as effectively as at other times.

The performance of the administrative staff is effectively monitored through an annual appraisal system. Realistic development goals are set to benefit the Provider and the individual member of staff.

Information provided in the prospectus and on the website is up to date and gives a comprehensive and accurate description of the provision, the premises, and the services offered. The information allows participants to make appropriate course choices. However, with the revision of the prospectus, the Provider acknowledges that the presentation of the information on the website is not of the same high standard as the prospectus.

Participants are made aware of the policy on attendance and punctuality. Prompt action is taken to follow up on absence or lateness. Consequently, attendance and punctuality rates are high.

Feedback on the provision is obtained from participants at the end of the course. Recently, a lengthy online questionnaire was introduced replacing a shorter, paper questionnaire. This has resulted in low rates of return, so reducing the depth and volume of the feedback received. The data gained is collated and reviewed.

8.2 8.3 The full range of data and information available on annual performance is not used to evaluate the provision, nor is a quality improvement plan or formal action plan in place.

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4.2 Teaching, Learning and Assessment (spot check)

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**The standards are judged to be:**

Met

Partially Met

Not Met

**Comments**

Courses are designed by knowledgeable trainers and are supported by detailed and clear course and lesson plans. Trainers, who teach the same classes, communicate with one another frequently to ensure the smooth running of the classes. The courses are sufficiently flexible to build in elements requested by participants in their needs analysis. As a result, participants develop their knowledge and skills and stakeholders' requirements are met.

Trainers are suitably qualified. Their excellent subject knowledge allows them to deliver courses to a high standard. This was confirmed by participants. Teaching observations take place during the year and make use of a template to record the outcomes. The template would benefit from being reviewed to make it even more relevant to the specific courses being delivered and, therefore, to have a greater impact on the improvement of the quality of the teaching and learning.

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#### 4.3 Participant Welfare (spot check)

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**The standards are judged to be:**

Met     Partially Met     Not Met

**Comments**

LCT provides advice and support to all participants before their arrival to prepare them for their new experience. On arrival, they receive an appropriate induction, which includes information about the local area. The information pack they are given contains information, for example, on the London public transport system and shopping in the area. It is detailed and informative and supports participants to quickly learn about various aspects of life in London.

The Provider is very aware of cultural and religious diversity. This is discussed, for example, in relation to food. Cooked lunches are provided and dishes offered change on a daily basis depending on the countries the participants come from. In this way, the Provider is extremely responsive to the individual dietary needs of participants.

Participants are made aware of the complaints procedure and are advised of BAC's complaints procedure. They therefore know what to do if they need to make a formal complaint.

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#### 4.4 Premises and Facilities (spot check)

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**The standards are judged to be:**

Met     Partially Met     Not Met

**Comments**

At busy times, or if class numbers are high, LCT makes use of training rooms in two training rooms within the building and an adjacent hotel. These are effective in meeting the needs for extra classrooms. This was confirmed by staff members.

Access to the main building, as well as to LCT's offices, is appropriately secured through a security system which reads entry cards. The modern premises are suitably maintained. Toilet facilities are appropriate and clean, and the levels of ventilation are suitable. Consequently, the premises provide an extremely comfortable working and learning environment.

Four classrooms of different sizes provide appropriate space for classes with different numbers of participants. They are suitably equipped with projectors, allowing for the effective delivery of classes.

Participants and staff have access to a sufficiently large room for relaxation and the consumption of food.

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#### 4.5 Compliance Declaration

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**Declaration of compliance has been signed and dated.**

Yes     No

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

**STRENGTHS**

An experienced team of managers and administrative staff, who work exceptionally well together to provide high levels of customer service.

A high-quality prospectus, which provides excellent up-to-date information on courses and includes pictures that appropriately reflect London and the profile of the course participants.

Training programmes are well supported by quality course and lesson plans, which are flexible enough to accommodate individual participant needs and to support successful learning.

Highly skilled and knowledgeable trainers who support the organisation and the participants very well.

**ACTIONS REQUIRED**

8.2 8.3 The Provider must use the full range of information available on its performance to produce an annual report and use the report to further drive organisational improvement by leading to a quality improvement or action plan for the coming year.

High     Medium     Low

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

It is recommended that administrative staff cover during busy periods is increased to ensure suitable levels of staffing.

It is suggested that information provided on the website is updated so it is closer in quality to that in the prospectus.

The Provider should consider simplifying the online feedback form to make it more accessible to participants and review the way it is administered to ensure high return rates to provide valid feedback data.

The lesson observation template should be reviewed to ensure its relevance in order to better support improvements in the classroom.

**COMPLIANCE WITH STATUTORY REQUIREMENTS - FURTHER COMMENTS, IF APPLICABLE**