



## **BRITISH ACCREDITATION COUNCIL INSPECTION REPORT**

### **INTERIM VISIT AND SUPPLEMENTARY INSPECTION NEW / ADDITIONAL PREMISES (Short Course Provider)**

**PROVIDER:** London Business Training and Consulting

**ADDRESS:** One Lyric Square  
London  
W6 0NB

**HEAD OF PROVIDER:** Mr Rohit Chandiramani

**ACCREDITATION STATUS:** Accredited

**DATE OF INSPECTION:** 16 October 2020

**ACCREDITATION COMMITTEE DECISION AND DATE:** Continued accreditation, 28 January 2021

## **PART A – INTRODUCTION**

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

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London Business Training and Consulting (LBTC/the Provider) was established in 2017. It is a private limited company, with one shareholder who is the Provider’s Chief Executive Officer (CEO). It offers business- and management-related training and consultancy services from its offices in a modern building in west London.

LBTC aims to adapt and rapidly respond to significant variations in client demand.

Recently, a Chief Operating Officer (COO) was recruited. She is responsible for developing and delivering the service operations in relation to course delegates and is supported by an assistant. She and the CEO steer and provide oversight of the development of the Provider. Several of the functions, such as website development, marketing and accounting, are outsourced. Courses are delivered by self-employed consultants.

Bespoke courses have been run outside the United Kingdom (UK), although only the provision delivered from the UK is accredited by BAC.

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

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The Provider offers over 500 courses in a wide range of subject areas, such as strategic management, leadership and management skills, accounting, human resources, finance and banking. Currently, all courses are being delivered online.

The duration of courses ranges from one day to two weeks. Courses are offered as bespoke courses, arranged on demand, or open courses, which anyone can attend. The open courses are offered every four months at specified times and are advertised on the website. Bespoke courses can be delivered on clients’ premises.

The courses do not lead to external awards. Participants are mid- to senior-level professionals, chosen by their company to attend a course.

At the time of the inspection, two courses were running, with a total of two participants. These courses were in Human Resources and Selling and Sales Management. One participant was female and the other male. Both participants were over the age of 18 and came from Nigeria and the UK respectively.

There are no course pre-requisites or specific entry requirements.

### **3. Inspection process**

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The inspection was undertaken remotely by one inspector over one day. The inspector reviewed documentation and had video calls with the CEO and COO, trainers and participants. The inspector observed part of a class remotely. A pre-recorded video tour was observed, and a live video tour of all parts of the premises used for course delivery was conducted. This enabled the supplementary inspection processes to be undertaken successfully. The staff cooperated fully with the inspector throughout the inspection.

### **4. Background to the supplementary inspection**

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The supplementary inspection arose from a change of premises. The premises moved from King’s Cross to Hammersmith in London in June 2019.

### **5. Inspection history**

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**Inspection type**

**Date**

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Full Accreditation	22-23 November 2017
Mid-way Probation Review	14 August 2018
End of Probation Review	19 December 2018

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

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*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**

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The move to new premises is a significant change and has given rise to the supplementary inspection.

Since the last inspection, two new members of staff have been recruited. These are the COO and the Service Operations Assistant. The former leads on running the day-to-day operations and the latter provides support to these functions.

Based on participant feedback, the Provider found that there was a mismatch between participants' expectations and the courses that were delivered. Consequently, a review of all the courses has taken place and all courses have been rewritten to make them more practical and realistic. Trainers were involved in reviewing course content. The revised courses will be delivered in 2021.

A training programme has been put together for current and future employees by management. This covers the whole provision. It is highly effective in keeping staff informed about the business.

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

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There were no action points identified in the last inspection report.

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

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*It is recommended that the lesson observation template is extended to include a formal action plan to ensure that any areas to develop are followed up effectively.*

The lesson observation template now includes a section focusing on areas for development. This highlights to trainers and observers which areas require follow up.

*The Provider should ensure that all the staff, including the consultants, are trained appropriately so that they know how to spot the signs of radicalisation and extremism and can take appropriate action if required.*

All staff, including the self-employed trainers, have taken a course in identifying signs of radicalisation and extremism to support their understanding.

*The Provider is recommended to set up a formal mechanism for sharing the good practice that has been identified through the observation process with the consultant team.*

Good practice identified through the observation process is shared in the Consultants' Forum. This is a regular meeting of different stakeholders. Trainers reported this as being very informative and helpful. Inspection findings confirm this view.

### **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**

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The management structure is clearly defined and well understood. The two senior managers are suitably qualified and experienced. Although the COO is relatively new in post, she is being mentored effectively by the CEO to ensure she develops a full understanding of the business. Channels of communication are highly effective. The COO has daily meetings with the assistant, and the CEO and COO have weekly catch-up meetings. This supports staff to take appropriate action in a timely manner and helps develop an ongoing understanding of the business. If an urgent matter arises, there is immediate communication to resolve any issues.

The administrative team is sufficient to manage the current level of activity.

Publicity on the website provides an accurate depiction of the Provider's premises and facilities, as well as of its courses. This information is comprehensive and up to date, allowing prospective participants to make informed choices.

There are no specific entry requirements for courses. Rather, a target audience is specified in the course information provided to prospective participants. The majority of participants are sent by their employers. It is the employer's decision to enrol the participant on a course. If necessary, staff in the office speak to a participant to determine the appropriateness of a course to their needs.

Participants confirm that application enquiries are dealt with promptly. Any necessary rescheduling of bookings is carried out efficiently and in a timely manner, with queries raised by participants being answered quickly.

Although participants generally speak good English and are unlikely to be put forward by their sponsor for a course they are not able to follow effectively, a minimum level in English language is not specified prior to enrolment. Consequently, a minority of participants might have difficulty understanding the course content.

Feedback is obtained from delegates and suitably collated and reviewed by management. An effective action plan is drawn up to ensure suitable follow-up actions are taken. However, maximum use of the data in terms of reporting is not being made to allow for a detailed understanding of the views of participants and to help track trends over time. As a result, opportunities are being missed for further quality enhancement of the provision.

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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**

The two senior managers have responsibility for teaching and learning and are supported by the trainers, who have the appropriate subject knowledge. This approach to the development of the provision is effective.

The majority of courses are currently being delivered online. Trainers have been appropriately supported to do this and report that they feel comfortable in using the technology.

Trainers are well qualified and experienced, with extensive subject knowledge. Participants reported that the trainers are excellent, and that they are flexible and adapt the course to meet their individual needs.

Trainers are regularly observed. This supports the ongoing development in teaching and learning well. Neither of the current observers are trained teachers and would benefit from support on lesson observations to promote further improvement. Although a change has been made to the observation template, it does not specify the particular strengths of the trainer or areas for improvement, and nor is it signed by both parties.

LBTC staff, including trainers, are very well supported in their Continuing Professional Development (CPD), most of which is delivered through in-house activities and conversations. No record is kept of the CPD delivered, so it is difficult to monitor and review what CPD has been undertaken.

#### 4.3 Participant Welfare (spot check)

The standards are judged to be:

Met  Partially Met  Not Met

##### Comments

Participants receive appropriate advice and guidance before the start of the course, including information on travel and accommodation in London. This is helpful for them to settle quickly into their course.

Additional information, advice and guidance is provided as required on an ongoing basis.

All staff have undertaken an online course on identifying signs of radicalisation and extremism. Consequently, they have an understanding of the issues involved and what to do if any concerns are raised. An appropriate radicalisation and extremism policy and risk assessment are in place.

#### 4.4 Premises and Facilities (supplementary inspection)

The numbers below refer to the standards as presented in the short course provider scheme document and main full inspection report.

##### 23. The provider has secure possession of and access to its premises

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|------|--|---|-----------------------------|-----------------------------|
| 23.1 | The provider has secure tenure on its premises.  | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> NA |
| 23.2 | Where required, the provider has access to suitable external premises for academic or non-academic purposes of a temporary or occasional nature. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> NA |

This standard is judged to be:

Met  Partially Met  Not Met

##### Comments

The new premises are secured through a formal licence agreement with the landlord. The initial term expiry date is May 2021, at which time it will be considered for renewal.

When necessary, the Provider is able to rent extra rooms in the building, to meet its needs.

##### 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="checkbox"/> Yes | <input type="checkbox"/> No |  |
| 24.2 | The premises are maintained in an adequate state of repair, decoration and cleanliness.  | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> 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="checkbox"/> Yes            | <input type="checkbox"/> No | <input checked="" type="checkbox"/> NA |
| 24.4 | General guidance on health and safety is made available to participants, staff and visitors.   | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> 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="checkbox"/> Yes | <input type="checkbox"/> 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="checkbox"/> Yes | <input type="checkbox"/> No |  |
| 24.7 | There are toilet facilities of an appropriate number and level of cleanliness.   | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |  |
| 24.8 | There is adequate heating and ventilation in all rooms.  | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |  |

This standard is judged to be:

Met     Partially Met     Not Met

**Comments**

Access to the building and to each floor is appropriately secured by a swipe-card system.

The modern premises are maintained throughout to a very high standard of repair, decoration and cleanliness.

Appropriate guidance on health and safety is made available to staff, participants and visitors, so they know what to do in the event of an emergency.

Appropriate signage allows staff, trainers and participants to know where to go in the case of an emergency evacuation.

There are large areas to facilitate easy circulation and appropriate areas in which the Provider can receive visitors.

There are sufficient toilet facilities, which are clean.

Levels of heating and ventilation are suitable and can be controlled in each individual room, so supporting an appropriate working, teaching and learning environment.

**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="checkbox"/> Yes	<input type="checkbox"/> No	
25.2	Training rooms and/or 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="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> NA
25.3	There are facilities suitable for conducting the assessments required on each course.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> NA

This standard is judged to be:

Met     Partially Met     Not Met

**Comments**

The premises offer different training rooms to accommodate the different class sizes.

The training rooms are all equipped with a flipchart, whiteboard and modern technology. These facilities support the effective delivery of the courses very well.

Any necessary assessments on the courses are carried out in training rooms that provide sufficient space to enable assessments to be carried out securely.

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

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

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- 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.  Yes  No
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- 26.6 Administrative offices are adequate in size and resources for the effective administration of the provider.  Yes  No
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**This standard is judged to be:**

Met  Partially Met  Not Met

**Comments**

Participants have access to sufficient space outside the training rooms. This includes very large break-out areas. These provide suitable areas for private study and research.

Trainers have access to sufficient space for preparing training sessions, marking work or relaxation.

Participants and staff have access to relaxation areas and areas for making tea and coffee on different floors of the building.

There is no access to storage for personal possessions, which is not needed. Participants keep their possessions with them whilst attending the courses.

Rooms of different capacities are available for holding meetings.

Administrative offices are adequate for the current staff, so providing suitable administrative accommodation and ensuring the smooth running of the business.

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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**

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**STRENGTHS**

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Strong communication channels exist between the employees to ensure that everyone is aware of the priorities and activity.

Courses offered are highly effective in meeting participants' needs.

Trainers are highly experienced and knowledgeable about their area of expertise and offer high-quality input to courses.

The modern and spacious premises provide an excellent working and learning environment.

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**ACTIONS REQUIRED**

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None

High

Medium

Low

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

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It is suggested that a minimum level of English language is specified in course information, so that all participants are able to follow their course effectively.

The Provider should review how feedback data is being reported to provide a detailed understanding of participants' views and to help track trends over time.

It is suggested that the Provider reviews the lesson observation process in order to promote further improvement.

It is suggested that a record of CPD undertaken is maintained.

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

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