



BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

INTERIM INSPECTION (Short Course Provider)

PROVIDER: Hammersmith Management College

ADDRESS: Unit 4, Cambridge Court
210 Shepherds Bush Road
Hammersmith
London
W6 7NJ

HEAD OF PROVIDER: Mr Sirjeel Khan

ACCREDITATION STATUS: Accredited

DATE OF INSPECTION: 19 July 2021

ACCREDITATION COMMITTEE DECISION AND DATE: Continued accreditation, 8 October 2021

PART A – INTRODUCTION

1. Background to the provider

Hammersmith Management College (HMC/the Provider) is a privately owned organisation that offers short courses in finance and management to adult clients in the United Kingdom (UK). The courses are typically of less than one week's duration. HMC is based in Hammersmith, West London. The management and administrative staff are based in these offices, where some courses are also delivered. Most courses are delivered in meeting rooms in local hotels.

The Provider aims to offer a wide range of education and consulting services to individuals and corporate clients worldwide. Through its courses, it seeks to develop participants' skills to fulfil both their own career aspirations and their employers' needs.

HMC is a private limited company with a number of shareholders and a sole Director who acts as Managing Director (MD). The MD works closely with another major shareholder, who is the Programme Director. They share management responsibilities and are assisted by a small team of administrative staff. They are, together with two non-executive consultants, members of the Advisory Board, which co-ordinates the strategic development of the company.

HMC was incorporated as a company in 2008, developing from an earlier company, established in 2004, that was delivering accountancy qualifications. Until 2013, HMC operated as a training college with teaching premises and full-time participants. In 2013, the Provider's activities were reviewed, and the full-time college was closed.

HMC has a sister company, called Hammersmith Training Consult (HTC), which is separately accredited by the British Accreditation Council. The two sister companies share administrative offices and staff.

2. Brief description of the current provision

HMC offers short, in-person courses, mostly of a few days' duration and principally for local, UK-based adult participants. Courses are offered in Recording Management Information, Recording Financial Transactions, Communication and Report Writing Skills, Certified Transformational Leadership, and Problem Solving and Decision Making.

Participants come mostly from the local area, and courses go ahead when the minimum numbers of participants have been registered.

No courses have run since 2019. During 2019, a total of five courses were delivered, mostly of five days' duration. The average number of participants on each course was five. All the participants were over the age of 18 and HMC does not enrol participants under the age of 18. Most were of British origin, with an even split of male and female.

Enrolment takes place when courses are publicised. Most candidates are enrolled by their employers, who decide on their suitability for a particular course.

3. Inspection process

The inspection was carried out remotely by a single inspector over one day. The inspector met with the Programme Director, Operations Director, Welfare/Administrative Officer and Senior Tutor. A range of documentation, including participant feedback, was sampled and scrutinised by the inspector. The Provider's staff co-operated very well throughout the inspection.

4. Inspection history

Inspection type	Date
Full Accreditation	24 July 2006
Interim	4 June 2007
Re-accreditation	27–28 September 2010
Supplementary	19 August 2011
Re-accreditation	26–27 February 2015
Supplementary	20 April 2016
Interim	15 June 2017
Re-accreditation	24–25 April 2019

PART B – JUDGEMENTS AND EVIDENCE

The following judgements and comments are based upon evidence seen by the inspector during the inspection and from documentation provided by the provider.

1. Significant changes since the last inspection

There have been no significant changes since the last inspection

2. Response to action points in last report

4.2 Information on what is included in the fees for local applicants must be included as part of the other fee information on the website.

The published terms and conditions now clearly state the costs that are included in course fees, and highlight any expenses that are to be paid in addition, such as accommodation charges and external examination fees.

4.2 Clear information about the courses, including their duration and cost, must be provided on the website.

Course information, which is published on the website, shows course duration in days or weeks. However, costs are not published.

3. Response to recommended areas for improvement in last report

The Provider is recommended to document all administrative procedures to ensure efficient operations continue should key staff leave.

The Provider now documents administrative procedures in a written admissions procedure, as well as recorded progress review meetings that focus on administrative processes. In addition, the quality assurance policy outlines administrative procedures in regard to communication with participants.

It is recommended to set out conditions under which a certificate of attendance is issued or withheld. This would reinforce attendance expectations and reduce the likelihood of problems arising when certificates are not issued.

This recommendation has not yet been acted upon due to the fact that courses have not been running since late 2019. The Provider intends to set out conditions for the issuing or withholding of certificates in its terms and conditions when courses recommence.

4. Compliance with BAC accreditation requirements

4.1 Management, Staffing and Administration (spot check)

The standards are judged to be:

Met Partially Met Not Met

Comments

The Provider is effectively managed, with a clear structure that is made known to staff through appropriate handbooks, policies and procedures. Communication between management and staff takes the form of formal minuted meetings, as well as frequent informal communication.

Administration is led by a well-qualified and experienced manager who has put excellent systems and procedures in place. The administrative officer has excellent support and guidance from management and the academic team. This results in a highly effective administrative function.

Members of the management and administrative team are supported in their Continuing Professional Development (CPD), and records are kept of their CPD activities.

The Provider has a minimal number of policies published on its website to ensure their accessibility. It does not publish key policies, for example policies relating to data or privacy.

4.2 Clear information about course costs is not provided on the website.

The admissions procedure ensures that the participant application and enrolment process is effective and that all participants are appropriately briefed. This was reflected in participants' feedback.

There is a clear policy on attendance and punctuality, which is published in the participant handbook.

The Provider holds regular progress review meetings and has a clear quality assurance policy ensuring that there are effective systems in place to monitor performance and standards and to ensure ongoing improvement of delivery.

4.2 Teaching, Learning and Assessment (spot check)

The standards are judged to be:

Met

Partially Met

Not Met

Comments

The course leader is responsible for the academic programme. This person is supported effectively by the Admissions and Welfare Officer and Senior Tutor, who is responsible for curriculum and course planning.

Academic policies and procedures are documented and published in staff handbooks where appropriate, ensuring that all academic staff are well informed about the academic programme.

The Senior Tutor works with the other tutors to review current courses and develop new ones, ensuring that course design reflects current knowledge and practice. In addition, course structure, content and standards are discussed with clients to ensure that courses focus on the knowledge and skills that meet the needs of their employees or other participants.

Trainers are encouraged to keep up to date with their CPD through their own professional bodies. In addition, the Provider holds trainer meetings throughout the year, where new procedures and developments are introduced and there are good opportunities to share examples of good training practice.

Assessment is connected to course learning outcomes. Trainers prepare tests and questions for participants to measure their achievement levels. These are used by participants and tutors to identify any gaps in learning and ensure that participants who are not making satisfactory progress can be identified and supported.

4.3 Participant Welfare (spot check)

The standards are judged to be:

Met

Partially Met

Not Met

Comments

Participants receive thorough, detailed information, advice and guidance upon enrolment. This information is then followed up by the Welfare Officer, who visits all courses regularly once they have begun to ensure that all participants have the information that they need, have received an appropriate induction and that their ongoing welfare needs are met.

There is a range of suitable policies and arrangements, including a code of conduct, which ensure that participants' safety and welfare are promoted.

The policy and arrangements pertaining to the risks associated with radicalisation and extremism include a risk assessment and staff training. These are suitable.

The complaints procedure is fair and communicated to participants at the beginning of the course.

4.4 Premises and Facilities (spot check)

The standards are judged to be:

Met

Partially Met

Not Met

Comments

It was not possible to inspect the premises during the course of this inspection, but the Provider confirmed in writing that the lease and the use of premises have remained unchanged since the previous inspection.

Compliance is based on the findings of the previous inspection and no contrary indicators were identified during this inspection.

4.5 Compliance Declaration

Declaration of compliance has been signed and dated.

Yes

No

PART C – SUMMARY OF STRENGTHS AND ACTION POINTS

STRENGTHS

Administrative policies and practices are detailed and comprehensive, and well communicated to all employees so that HMC’s administration is highly effective.

The administrative staff are well qualified and experienced and have excellent support and guidance from management and the academic team.

Academic management is led by a well-qualified and experienced team, whose members work together to design policies, procedures and a curriculum that ensure that course design, planning and delivery meet participants’ needs.

Participant welfare is assured through appropriate policies and procedures that are supported by excellent personalised support from the whole staff.

ACTIONS REQUIRED

4.2 Clear information about course costs, must be provided on the website.

High Medium Low

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

It is recommended that the Provider sets out conditions under which a certificate of attendance is issued or withheld. This would reinforce attendance expectations and reduce the likelihood of problems arising when certificates are not issued.

It is recommended that the Provider reviews which policies should be published on the website to ensure that key policies are accessible.

COMPLIANCE WITH STATUTORY REQUIREMENTS – FURTHER COMMENTS, IF APPLICABLE
