



BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

SUPPLEMENTARY INSPECTION

INSTITUTION: Hammersmith Management College

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

HEAD OF INSTITUTION: Sirjeel Khan, Programme Director

Type of accreditation: Short Course Provider

Accreditation status: Accredited

Date of inspection: 20 April 2016

ACCREDITATION COMMITTEE DECISION AND DATE: 14 July 2016

Introduction

1. Background to the organisation

Hammersmith Management College (HMC) was founded in 2004. Its main business was the provision of short courses, typically from one to two week's duration, in areas such as human resources, leadership and management and communications.

The HMC's Director and his small team of administrators also work for its sister college, Hammersmith Training Consult Ltd (HTC), which is the subject of a separate BAC Supplementary Inspection report. In addition, the Advisory Board operates across both institutions. The Advisory Board comprises of four UK based consultants, whose role is to act as the Governing Body.

HMC's Director has previous employment experience in the commercial and industrial business sectors. He uses his practical knowledge and network of similarly experienced people, who are capable of both developing and delivering regular and bespoke training material, to facilitate the running of the college's training courses.

The aims and objectives of HMC include the need to develop the skills of their students, and to deliver training solutions in line with best practice. These objectives assist international, open-course students to fulfil their own career aspirations as well as intending to fulfil the needs of their employers.

HMC has occupied several administrative offices in the past, always located in the Hammersmith area of London. In two previous cases, this accommodation has included some classroom training space. The current office accommodation also includes some space for small-group training. However, most training is accommodated in local hotels or hosted in other local training providers' premises. For individual clients, HMC has run bespoke training courses, within the client's nominated premises in the United Kingdom or overseas.

2. Brief description of the current provision

HMC makes use of the resources of a range of tutors, with relevant skills and knowledge. These tutors are known to the Directors and have a range of specialist skills from their previous employment in commerce and industry. Their subject areas include Human Resources, Leadership and Management, Communications, IT, Public Relations, Finance and Accounting, Public Governance, and Law and Compliance.

A new international provision is a distance learning package in English that is both paper and IT based. It has been developed and based on well established course content. This has been done in conjunction with the independent Kolegji AAB College, Kosovo, and it will be jointly assessed and certificated.

The open courses previously offered have been popular and successful, with numbers of up to 400, and with students attending from UK and Europe, and overseas. HMC had reviewed its target prospective students and the open courses on offer. HMC has now recreated and rebuilt what is believed to be a credible business to provide open courses plus a new distance learning package for UK and European students.

The Computer Literacy and Information Technology (CLAiT) programme at Level 2, offered by Oxford, Cambridge and RSA (OCR) remains on offer. CLAiT is tutored and assessed at several levels, and provides a wide range of optional, modular topics from which the students may select for their particular needs. The courses are appropriately technology-based and are well supported by HMC, their tutors and CLAiT resources.

3. Inspection history

Full SCP inspection:	24 July 2006
Interim SCP inspection:	4 June 2007
Full SCP Accreditation inspection	27 and 28 September 2010
Supplementary SCP inspection	19 August 2011
Reaccreditation SCP inspection	26 and 27 February 2015

3. Background to supplementary inspection

The nature and structure of HMC has been reviewed, developed and it is now a stable business. The hierarchy, job descriptions, and contracts of employment are clearly defined for the executive, management, and administrative roles, including that of tutor coordinators. The target clients have been redefined, and enrolment of trainees is now gradually growing.

4. Response to high priority action points in previous report

No high actions points were given.

5. Response to medium priority action points in previous report

1.1, 2.3 - HMC must generate, and regularly review and update, a new organogram and write brief job roles to reflect the current situation.

These matters have been addressed fully.

6. Response to low priority action points in previous report

7.4 - HMC must introduce a representative or student-body group for academic, social, and other matters as student numbers increase.

HMC has not yet introduced a representative or student-body group due to the current low number of students. It is intended that this will be initiated when student numbers are significant. Tutors, tutor coordinators, and the programme director currently ably fulfil the roles for information, personal support, and feedback.

A three-tier structure for complaints is clearly defined and documented and includes the BAC complaints procedure.

7. Response to recommended areas for quality improvement

Student and staff handbooks should be consolidated, and the many common elements originated from a common source to ensure consistency and coherence.

The handbooks are now appropriate, concise, and provide ready access to specific issues. The various components are centrally sourced for consistency and coherence.

All staff CVs should be complete and updated at regular intervals.

All CVs are now complete although they are not routinely up-dated.

Lateness should be defined clearly in the various handbooks as an aim towards transparency and consistency for all concerned.

HMC has developed a policy statement that is included in the handbooks. It emphasises the technical requirements, and the philosophy of full participation in the opportunities provided for learning.

HMC should encourage the Welfare Manager to investigate and attend some counselling training.

The need for pastoral support is limited as all enrolled students are mature. Should the need arise, the Facilities Manager has sufficient background knowledge and experience to undertake the role of Welfare Manager satisfactorily.

The BAC complaints procedure should be incorporated in the written procedure.

This has been done.

8. Conclusion including any actions arising from this inspection or still requiring attention from previous inspection

Recommendation
Consider making annual requests to update the CVs of all staff and tutor employees.