



## **BRITISH ACCREDITATION COUNCIL INSPECTION REPORT**

### **INTERIM INSPECTION (Short Course Provider)**

|   |   |
|---|---|
| <b>ORGANISATION:</b>                              | London Corporate Training                         |
| <b>ADDRESS:</b>                                   | 1 Lyric Square<br>Hammersmith<br>London<br>W6 0NB |
| <b>HEAD OF ORGANISATION:</b>                      | Rohit Chandiramani                                |
| <b>Accreditation status:</b>                      | Accredited  |
| <b>Date of inspection:</b>                        | 29 July 2015                                      |
| <b>ACCREDITATION COMMITTEE DECISION AND DATE:</b> | 10 September 2015                                 |

## **PART A - INTRODUCTION**

### **1. Background to the organisation**

London Corporate Training (LCT) was established in 1994 to provide management training programmes, principally for overseas companies. This utilised personal contacts that had been developed in the oil, gas and petrochemical industries, banking and financial services and government ministries. To these have been added banking, telecommunications, ports and transport. Courses take place in the UK and overseas. The Managing Director is an active member of the London Chamber of Commerce and Industry, the British Council and the Middle East Association, attending missions to develop new markets and consolidate existing ones. In 2012 LCT was awarded status as an ISO 9001 registered firm. It is in the process of securing accreditation by the Institute of Leadership and Management (ILM).

### **2. Brief description of the current provision (taken from last report and amended)**

LCT offers over 117 management courses covering areas such as strategic management, human resource management, sales, finance and public relations. Additional courses in law, oil and gas, and secretarial skills have been added since the last inspection. 99% of delegates (LCT's term for participants) hail from a wide number of overseas countries including Nigeria, Ghana, Sierra Leone and Saudi Arabia, and from medium to large organisations with 50+ employees. Around 50% of delegates have attended LCT courses on more than one occasion. In the UK, courses are delivered at LCT's base at 1 Lyric Square, Hammersmith and in additional premises nearby. An increasing number of courses are delivered overseas in locations such as Dubai, Vienna and Geneva. LCT has a staff of seven full-time employees and employs the services of around 40 consultant trainers. In order to ensure that the client derives maximum benefit from LCT's bespoke training, their training consultants work closely with the organisation to design a comprehensive package that includes the pre- and post-assessment of the capabilities and the skills gaps of the attendees, in order to guarantee that the appropriate training solutions are devised.

Since the last inspection, LCT has begun developing bespoke courses which are developed to meet specific organisations' needs. It can deliver courses for low numbers of delegates, as low as one or two. It has also established a consultancy service. One key development has been the review of all courses to assess their relevance and content. This has resulted in the updating and enhancement of existing courses and the introduction of some new ones, particularly in the areas of public relations and operations management, and growth in the number of finance courses. It also provided an opportunity to modularise courses, which is facilitating the provision of bespoke courses. To this end LCT has obtained additional centre and course approval status from external awarding bodies like Institute of Supply Chain Management, The Institute of Sales and Marketing and the Chartered Institute of Purchasing Supply.

### **3. Inspection process**

The inspection was undertaken by one inspector. During the inspection the inspector was able to review documentation, meet with management and staff, including those responsible for course delivery, meet with a couple of delegates and tour the premises. The General Manager attended the inspection and he reviewed with the inspector the action points from the last inspection process.

### **4. Inspection history**

|                                |  |
|--------------------------------|--|
| Full Accreditation inspection: | 13 and 14 May 2009                               |
| Interim inspection:            | 18 June 2010                                     |
| Reaccreditation inspection:    | 20 and 21 June (UK), 26 and 27 June (Dubai) 2013 |

## PART B – JUDGEMENTS 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 provider

### 1. Significant changes since the last inspection

There has been no significant change since the last inspection.

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

*Consider collating and analysing a range of feedback including that from delegates, trainers (and organisations if obtained) and other stakeholders into a single annual review which can facilitate action planning for the subsequent year.*

*LCT should consider measuring the effectiveness of the training through the collection of employer and delegate feedback on the usefulness of the course as illustrated by the delegates' effectiveness in the organisation after completion.*

LCT has made good progress in collating and analysing feedback from delegates, trainers and other stakeholders. Feedback is obtained quarterly. This is analysed by the senior management team, and discussed during quality management review meetings. Evidence in the form of quality management review meeting reports was made available for scrutiny. The reports include actions from previous reviews, quality policy and objectives, improvement initiatives, non-conformance and customer complaints with corrective and preventive action. These reports are detailed and address internal and external audits, planning and future resources requirements, training, supplier performance and customer satisfaction. There is clear evidence that the reports generated facilitate action planning for the subsequent year.

*The staff appraisal process should be formally documented and included in the Employee Handbook.*

LCT has undertaken a review of its appraisal processes, including policies and documentations. An external consultant has been employed to further develop HR policies, individual job descriptions, work plans, recruitment blueprint, terms and conditions of employment, performance management systems and data presentation. These reviews have now been formally documented and included in the Employee Handbook.

### 3. Compliance with BAC accreditation requirements – spot check

#### 3.1 Management, Staffing and Administration

|  | Met | Partially met | Not met | NA |
|--|-----|---------------|---------|----|
| The standards are judged to be   | ✓   |               |         |    |
| <b>Comments</b>  |     |               |         |    |
| LCT is effectively run on a day-to-day basis by the General Manager who is supported by line managers, a highly motivated and close-knit administrative team, and by the Managing Director who is very pro-active. |     |               |         |    |

### 3.2 Teaching, Learning and Assessment

|  | Met | Partially met | Not met | NA |
|--|-----|---------------|---------|----|
| The standards are judged to be   | ✓   |               |         |    |
| <b>Comments</b>  |     |               |         |    |
| <p>The vast amount of expertise possessed by LCT’s training consultants puts them in an ideal position to develop and deliver most courses in the field of business and management. In order to ensure client satisfaction, the customised training packages include the pre- and post-assessment of the capabilities and the skills gap of the attendees. At least 50% of each session is spent showing delegates how to apply theoretical management concepts to real-life business scenarios. This way LCT consultants ensure that participants know how to utilise the tools and techniques learnt within their respective work situations. Attendees also benefit from the diversity of individuals from differing backgrounds from all over the world.</p> |     |               |         |    |

### 3.3 Participant Welfare

|  | Met | Partially met | Not met | NA |
|--|-----|---------------|---------|----|
| The standards are judged to be   | ✓   |               |         |    |
| <b>Comments</b>  |     |               |         |    |
| <p>The service offered to clients is continually customised to meet the clients’ specific requirements. Care is taken to ensure that no delegate is overlooked. A dedicated customer service team is constantly at hand to offer the assistance necessary to ensure the attendees are comfortable and able to concentrate on their training.</p> |     |               |         |    |

### 3.4 Premises and Facilities

|  | Met | Partially met | Not met | NA |
|--|-----|---------------|---------|----|
| The standards are judged to be   | ✓   |               |         |    |
| <b>Comments</b>  |     |               |         |    |
| <p>The administrative and training premises located in Hammersmith are very well equipped with “state of the art” resources and training facilities.<br/>Arrangements have been made to include a staff and student common room.</p> |     |               |         |    |

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

**Institution’s strengths**

LCT has consolidated its relationships with numerous key clients in order to become one of the leading management training providers, offering over 100 short training courses in Advanced Management Law, Oil & Gas, Soft Skills, Operations Management, Finance, Human Resources, Public Relations, Sales and Secretarial Skills. The training is delivered by professional and highly qualified consultants, all of whom have extensive experience in a variety of industries.

In-house tailor-made training courses are being delivered by LCT for its clients worldwide including Europe, the Middle East, Africa and Asia.

| Actions required | Priority<br>H/M/L |
|------------------|-------------------|
| None.            |                   |

**COMPLIANCE WITH STATUTORY REQUIREMENTS**

|  |     |
|--|-----|
| Declaration of compliance has been signed and dated. | YES |
| Further comments, if applicable<br>N/A               |     |