



BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

INTERIM INSPECTION (Short Course Provider)

ORGANISATION: London Management Centre

ADDRESS: 92 Seymour Place
London
W1H 2NJ

HEAD OF ORGANISATION: Dr Tony Kay

Accreditation status: Full Accreditation

Date of inspection: 24 February 2015

ACCREDITATION COMMITTEE DECISION AND DATE: Continued Accreditation 16 April 2015

PART A - INTRODUCTION

1. Background to the organisation

The London Management Centre (LMC or the Centre) was founded in 1995 and teaching began in 1996. It was first accredited by BAC in February 2009 and provides management, leadership and financial training short course programmes to middle and senior managers worldwide, mainly from the corporate sector in the energy industry. The well-resourced and impressive training and administrative premises are located in the centre of London near Edgware Road station. Facilities include eight well-appointed training rooms and a restaurant. Programmes are usually of one and two weeks' duration, with five hours' daily tuition which can be extended by individual request. Delegates come mainly from the oil and gas extraction industries in the Middle East and Africa. A small number are from South America and from within the EU. Delegates attend on Student Visitor visas, being in the UK for short periods of time, usually a maximum of two weeks.

2. Brief description of the current provision

The current provision has mostly been developed by the LMC. Although its programmes are not externally accredited, LMC is an accredited provider for organisations that include Investors in People, ISO9001, IOSH and the Chartered Institute of Management, whose logos appear on LMC end-of-course certificates.

Delegates are enrolled via their employers with whom the Centre has a number of training contracts, built up over a number of years. Courses are offered several times during the year on the basis of current demand, and published on the LMC website. In the past year there were about 500 delegates in total, and six programmes are being run currently. On occasions, bespoke courses are arranged on clients' premises, with about 10 such courses ranging from 3 to 5 days in the past year.

In most cases, groups enrolled on published programmes are small, and individual coaching sessions are sometimes also arranged. On the day of this inspection one five-day programme and one ten-day programme, with six and seven delegates respectively, were observed in progress, with an equal balance of female and male delegates. The courses were entitled 'Management and Development Training Function' and 'Talent Development'.

3. Inspection process

The inspection was conducted by one inspector over a period of half a day. Meetings were held with appropriate members of the senior management team at LMC, some training staff and some of the current delegates. Various pieces of relevant documentation were reviewed prior to and during the inspection. The two programmes in progress were briefly observed.

4. Inspection history

Full Accreditation	17 and 18 February 2009
Interim	3 March 2010
Reaccreditation	19 and 20 March 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 have been no significant changes in the UK but LMC has recently opened a training office in Dubai, with programmes being run in local hotels. This provision is not the subject of this accreditation.

2. Response to action points in last report

There were no actions required. LMC has followed the recommendations for regular course reviews, including lengths of the day and provision of additional written reference material.

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	✓			
Comments				

3.2 Teaching, Learning and Assessment

	Met	Partially met	Not met	NA
The standards are judged to be	✓			
Comments The trainers observed were clearly of very high quality with a considerable amount of knowledge and experience in the energy industries; they had been trainers for several years with both LMC and similar organisations. Assessment systems were also outstanding and unique to LMC as delegates are assessed formally on a training grid at the end of each day and, following an end-of-course assessment, each participant negotiates an action plan for further development with the trainer. The participants commented on the excellent quality of training, engaging methods used by trainers and high quality of resources: for example, each delegate is provided with a memory stick containing all necessary documentation.				

3.3 Participant Welfare

	Met	Partially met	Not met	NA
The standards are judged to be	✓			
Comments This was outstanding as every delegate receives personal assessment related to needs. Accommodation advice provided was very useful, according to delegates, and if required delegates are put in touch with an adviser who can provide information about life in London and visits to places of interest. Follow-up to programmes by email, with the possibility of further free tuition sessions is an excellent and unique feature of programmes. The quality of the catering provided by LMC's top-class chef, with fresh ingredients and menus and related to the delegates' culture, was clearly excellent.				

3.4 Premises and Facilities

	Met	Partially met	Not met	NA
The standards are judged to be	✓			
Comments The premises and facilities, including eight training rooms and restaurant, are of an exceptionally high class and very well located in Central London.				

PART C – SUMMARY OF STRENGTHS AND ACTION POINTS

Institution's strengths

Very good quality assurance processes, including rigorous tutor observation checklist.
Senior management is involved in day-to-day course operations.
Delegates receive high quality tuition and excellent personal support through a well-organised programme of courses that take account of individual delegate needs.
Tutors are very skilful and have considerable industrial experience.

Actions required	Priority H/M/L
None.	

COMPLIANCE WITH STATUTORY REQUIREMENTS

Declaration of compliance has been signed and dated.	YES
Further comments, if applicable	