



## **BRITISH ACCREDITATION COUNCIL INSPECTION REPORT**

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

**ORGANISATION:** London School of Executive Training

**ADDRESS:** Hamilton House  
Mabledon Place  
Bloomsbury  
London  
WC1H 9BB

**HEAD OF ORGANISATION:** Mr Prasenjit Kumar (Chairman and Proprietor)

**Accreditation status:** Accredited

**Date of inspection:** 13 April 2016

**ACCREDITATION COMMITTEE DECISION AND DATE:** 07 June 2016

## PART A - INTRODUCTION

### 1. Background to the organisation

London School of Executive Training (LSET or the School) aims to offer highly specialised short-term executive courses to a variety of audiences, including business leaders, politicians, lawyers and bankers. It was established in December 2013 as a private limited company owned by the Chairman, who is the sole shareholder. LSET has a Board of Governors, which meets regularly and is responsible for its long-term strategic direction. The members of the Board include senior representatives with distinguished backgrounds in politics, international development and diplomacy. The School's administrative office and the separate venues for the delivery of its courses are usually based in central London in a training room within the London Academy of Diplomacy (LAD). LAD provides LSET with a training venue and will assist in promoting its programmes. Bespoke courses can also be accommodated elsewhere when requested, although currently the global short-course market is suffering a period of uncertainty.

As well as running short courses for overseas students, LSET is currently engaged in a new initiative working with the Marconi University, based in Rome, to facilitate accredited courses in several large international colleges in Colombo and Dubai involving about 400 students. This initiative, which involves sharing resources with the owner's other college in Dudley – also accredited by BAC - could include a new Level 7 management course for home students, is not the subject of the current short course (SCP) accreditation.

### 2. Brief description of the current provision

LSET currently offers short training programmes in a variety of subject areas, including leadership and management, entrepreneurship and sales and marketing. The target market consists of executives from the UK, the rest of Europe and Asia. The duration of the programmes is from one to four weeks, with most courses running for ten days. At the time of the last full inspection in September 2014 there were five delegates undertaking a week's course in leadership and management. In 2015, three courses were run and at least four are planned for 2016, with the next management course scheduled to start at the LAD venue on 19 April with about 16 delegates. LSET's website lists available programmes, but it prefers not to give details of courses in advance so it can negotiate programmes with interested enquirers so as to better meet their needs. In view of the downturn in the international short course market since the last inspection LSET has had to make several economies in its operations particularly in relation to administration of its courses and the need to share resources with its BAC-accredited sister college in Dudley

### 3. Inspection process

The inspection was conducted by a single inspector over half a day. Discussions were held with the Chairman/proprietor and the International Director, who has responsibility for marketing. The inspector also scrutinised the website and documentation provided by the proprietor.

### 4. Inspection history

#### Accreditation inspection

11 and 12 September 2014

## **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**

None

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

*8.2 - LSET must develop a system for regularly reviewing the school's performance, which takes into account all the available data and includes action plans for improvement and involves all staff.*

The quality policy provides for regular annual reviews to be carried out, and these have taken place, although no formal reports have yet been compiled due to the early stage of development of the school and the fact that relatively few courses have been run. Senior staff meet regularly to monitor operations to inform termly action plans.

#### **Response to recommendations in last report**

*Review the policies to ensure they are all relevant to the particular provision offered by the School.*

All policies have been reviewed, normally on a yearly basis but more frequently for some.

*Establish an electronic database to store relevant information and produce useful management reports.*

LCET shares a database with the well-established college in Dudley, and is working to produce reports for management as required, although since the last inspection LSET has run very few programmes.

*Expand the staff handbook so that it contains information about development opportunities and how staff performance will be reviewed to ensure staff are aware of these.*

Staff are now aware of appraisal procedures, though the part-time experienced trainers are self-employed and used on an occasional basis.

*Establish a system whereby trainers receive information, in advance of the course, about participants' backgrounds and objectives, to ensure they target their delivery to meet all participants' needs.*

A suitable system has been established.

*Expand the system of training observations to include observations by managers, which are focused on specific success criteria, to ensure the quality and consistency of the training delivery.*

This is in place, and trainers apparently appreciate the feedback provided from informal observations. This could not be verified during the inspection but appropriate supporting documentation was e-mailed to the inspector subsequently.

*Review the content of the participant induction pack so that all the documents are aligned with each other to provide consistency of information.*

This has been reviewed and the induction file has apparently been clearly sectioned to assist delegates. (See below 3.1)

### 3. Compliance with BAC accreditation requirements

#### 3.1 Management, Staffing and Administration (spot check)

|   | Met | Partially met | Not met |  |
|---|-----|---------------|---------|--|
| The standards are judged to be  | ✓   |               |         |  |
| <b>Comments</b><br>The administrative office is in a well-managed serviced office building in Holborn. Although the School was previously advised to consider acquiring its own dedicated office space when it develops further, this has not yet occurred as the short course market for international delegates is undergoing a period of uncertainty. The owner has dedicated office space attached to his own home where he maintains a lot of documents relating to all of his businesses including the Dudley college. Some key documents were e-mailed to the inspector after the inspection and demonstrated good practice. |     |               |         |  |

#### 3.2 Teaching, Learning and Assessment (spot check)

|  | Met | Partially met | Not met |  |
|--|-----|---------------|---------|--|
| The standards are judged to be   | ✓   |               |         |  |
| <b>Comments</b><br>Well-run course was observed on previous full inspection in 2014. |     |               |         |  |

#### 3.3 Participant Welfare (spot check)

|   | Met | Partially met | Not met |  |
|---|-----|---------------|---------|--|
| The standards are judged to be  | ✓   |               |         |  |
| <b>Comments</b><br>The owner's wife continues to act as welfare officer and this is apparently a highly-regarded feature. |     |               |         |  |

#### 3.4 Premises and Facilities

|   | Met | Partially met | Not met |  |
|---|-----|---------------|---------|--|
| The standards are judged to be  | ✓   |               |         |  |
| <b>Comments</b><br>LSET continues to have access to a suitable dedicated training room in central London which appears to meet current requirements well. |     |               |         |  |

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

**Institution’s strengths**

Participants have access to a well-resourced training room which is well-located in central London, spacious and well equipped. It provides good facilities for participants and staff, including relaxation space and a very good café.

Self-employed trainers are experienced in running short courses, and work from home to prepare and evaluate course programmes, a system which works very well.

LSET constantly seeks to develop new programmes and initiatives such as the current collaboration with an Italian private university, and has an executive board with highly-regarded international experts in their field which meets regularly to develop strategy.

**Actions required**

None

**COMPLIANCE WITH STATUTORY REQUIREMENTS**

|   |     |
|---|-----|
| Declaration of compliance has been signed and dated.  | YES |
| <p>Further comments, if applicable</p> <p>To improve the marketability of its courses it is recommended that LSET provides more information on its website to help initial enquirers to understand its unique selling points.</p> |     |