



BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

INTERIM VISIT (College)

ORGANISATION: The Management School London

ADDRESS: 42 Ryehill Park
Nunhead
London
SE15 3JU

HEAD OF ORGANISATION: Mr Michael Okereke

Accreditation status: Accredited

Date of visit: 11 May 2016

ACCREDITATION COMMITTEE DECISION AND DATE: 14 July 2016

PART A - INTRODUCTION

1. Background to the organisation

The Management School was incorporated in 1982. It is privately owned by the current Chairman who is also the founder. The school runs short executive courses normally of up to 10 days' duration typically for senior or middle managers, mostly in governmental organisations who are already holders of graduate or postgraduate qualifications. The School offers both accredited and non-accredited programmes, being accredited as a centre, also approved for examinations, by the Chartered Institute of Public Relations, the Chartered Management Institute (from Levels 3 to 7) and the Chartered Institute of Logistics and Transport.

The School formerly operated from a well-resourced administration and training base in Alperton, west London but since the downturn in the Nigerian economy, administration is based jointly in a private house in south London and in the company's overseas offices in Nigeria to support the delivery of courses in the UK, Africa, Dubai and, occasionally, the USA. Large centrally-situated hotels are now used in London to deliver programmes, and one was visited for the interim inspection. Some of the School's (self-employed) tutors work in London and overseas for the School.

2. Brief description of the current provision

The school currently continues to offer Leadership, Directors Development Programme, Public Relations, Human Resource Management and various Management Development Programmes which are of short duration and are tailored to meet the specific needs of the organisations and delegates.

Since the last inspection only three programmes have been run in London, due mainly to marketing condition related to the economic situation. These, including a Management and Leadership Programme aimed at meeting CMI Level requirements were successful events that drew excellent feedback from delegates.

The current marketing situation necessitates the school running courses for a very small number of delegates even when the school incurs a loss in order for it to maintain its well-established profile. Its managers are continuing efforts to market new programmes both in London and overseas.

3. Inspection visit process

The inspection involved discussions by one inspector with a senior manager responsible for accounts and administration over half a day in a large hotel in central London, a venue used for London programmes. All required documentation was made available to the inspector.

4. Inspection history

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|----------------------|---------------------|
| Full Accreditation | 19 July 2006 |
| Interim | 28 January 2008 |
| Full reaccreditation | 13 and 14 July 2009 |
| Interim | 29 February 2012 |
| Full reaccreditation | 5 and 6 August 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

TMS no longer has a leased office in London. It has changed from using its own leased training/administration venue to using hotels for teaching its programmes. Courses/programmes were previously offered of up to 26 weeks in duration but now no longer exceed 10 days so the School has been advised that it would be more appropriate and cost-effective for it to be accredited as a short course provider.

2. Response to actions points in last report

8.2 - Obtain and use feedback from awarding and accrediting bodies for quality assurance purposes.

This is used as appropriate.

8.2 - Consider using regular quality assurance review procedures using data on delegate performance with action plans incorporating specific and measurable targets to be achieved

The School has considered the introduction of review procedures using appropriate data on delegates’ performance. However, as there have been so few programmes and delegates, action plans have been informal and they do not include specific and measurable targets.

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 | | ✓ | | |
| Comments The accounts manager/administrator is very experienced and is responsible for the effective day to day operations in the UK. She liaises closely with the owner in Nigeria, who visits the UK annually. | | | | |

3.2 Teaching, Learning and Assessment (spot check)

| | Met | Partially met | Not met | |
|--------------------------------|-----|---------------|---------|--|
| The standards are judged to be | ✓ | | | |
| Comments | | | | |

3.3 Participant Welfare (spot check)

| | Met | Partially met | Not met | |
|---|-----|---------------|---------|--|
| The standards are judged to be | ✓ | | | |
| Comments Delegates are very satisfied with the support they receive. Delegate feedback includes comments such as ‘excellent communications’ and ‘high class skills from the tutor’. | | | | |

3.4 Premises and Facilities

| | Met | Partially met | Not met | |
|--|-----|---------------|---------|--|
| The standards are judged to be | ✓ | | | |
| Comments The training rooms to be used in a large London hotel were inspected, the facilities are excellent. The location is very convenient for Paddington and Edgware Road stations. | | | | |

PART C – SUMMARY OF STRENGTHS AND ACTION POINTS

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| <p>Institution’s strengths</p> <p>The management team, along with the owner, are experienced and knowledgeable. They have created a School with a sense of community and purpose (evidenced in documentation seen).</p> <p>Programme tutors are very well qualified and experienced.</p> <p>Courses are tailored to meet the needs of delegates from specified industries or organisations.</p> <p>There are very good assessment practices.</p> |
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| Actions required | Priority H/M/L |
|--|---------------------------|
| 8.2 - Implement regular quality assurance review procedures using data on delegates’ performance with action plans. incorporating specific and measurable targets. | M |

COMPLIANCE WITH STATUTORY REQUIREMENTS

| | |
|--|-----|
| Declaration of compliance has been signed and dated. | YES |
| <p>Further comments, if applicable</p> <p>The inspector advised the School’s representative that, as the programmes it runs are now of ten days or less. it should be transferred from College to SCP accreditation; this will also be more cost-effective based on the number of course days running.</p> | |