



## **BRITISH ACCREDITATION COUNCIL INSPECTION REPORT**

### **INTERIM VISIT AND SUPPLEMENTARY INSPECTION NEW / ADDITIONAL PREMISES (Short Course Provider)**

**PROVIDER:** The London School of Business and Finance - Executive Education

**ADDRESS:** 3rd Floor  
Buchanan House  
30 Holborn  
London  
EC1N 2LX

**HEAD OF PROVIDER:** Ms Dessy Ohanias

**DATE OF INSPECTION:** 28 November 2017

**ACCREDITATION COMMITTEE DECISION AND DATE:** Continued accreditation 8 February 2018

## **PART A - INTRODUCTION**

### **1. Background to the provider**

The London School of Business and Finance (LSBF) was founded in 2003. It operated in different locations in the United Kingdom (UK) such as in Birmingham and Manchester. In 2008, LSBF instigated a process of organisational change in respect of their operations. As a result, LSBF – Executive Education (LSBF – EE/the Provider) was formed, as a separate division of LSBF. LSBF – EE has full independent control of all the educational and quality assurance aspects of its provision. Its offices and training venue are located in central London. LSBF is a private limited company.

In 2014, LSBF became part of the Global University Systems (GUS). A new Managing Director was appointed to oversee operations at LSBF-EE. As a result, LSBF - EE also became part of GUS.

LSBF was set up as an accountancy school in 2003. As a result of various partnership agreements and acquisitions, an academic and business structure was created that offered programmes to a broad spectrum of participants in the UK and internationally. The acquisition of the University of Law, by GUS, created the opportunity to streamline the operations, make the business more robust and deliver better educational services. The GUS group provides LSBF - EE with business support services, including Human Resources (HR), premises, marketing, quality, maintenance, health and safety oversight and recruitment. LSBF - EE is also able to tap into the GUS wider range of services including international student recruitment, course design, programme delivery and digitisation.

The Provider aims to prepare the global business leaders of tomorrow for leadership, excellence and success. The main guiding principle of the organisation is participant focus, employability and innovation.

### **2. Brief description of the current provision**

LSBF - EE is a short course provider and offers courses that last for less than 12 weeks. The courses cover, for example, marketing, management and finance and strategy. They are organised on a modular basis so that participants can choose a mix of modules to suit their individual needs. None of the courses offered are externally accredited but they are recognised for the purposes of Continuing Professional Development (CPD). LSBF is a member of the CPD Certification Service and participants are given a certificate of attendance by this organisation so that they can claim CPD points.

All course participants are professionals. Participants are mainly European Union (EU) nationals, including several UK citizens. There are a small number of participants from Nigeria, Brazil, Saudi Arabia and Korea. There are no participants under the age of 18 or any identified vulnerable adults. There is a total of 207 currently enrolled participants. Most of them are on courses such as Business Strategy, Managerial Finance, Mini Master of Business Administration (Mini MBA) and Strategic Leadership and Change. There is an equal proportion of male and female participants.

### **3. Inspection process**

The half day interim inspection was conducted by one inspector. Meetings were held with the Managing Director of Corporate and Certificate programmes, the Academic Programme Manager, Quality Assurance Projects Manager from GUS and the Quality Assurance Advisor from GUS. Relevant documentation and policies were scrutinised. A tour of the premises took place and a full premises and facilities check was undertaken. The managers co-operated well with the inspector.

#### **4. Inspection history**

Full inspection: 12 - 13 October 2016

## **PART B – JUDGMENTS AND EVIDENCE**

*The following judgments and comments are based upon evidence seen by the inspector during the inspection and from documentation provided by the provider.*

### **1. Significant changes since the last inspection**

A newly appointed Academic Programme Manager oversees both the Academic and Quality aspects of the provision.

The Provider relocated from the fourth floor to the third floor in the same building in central London in October 2017.

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

There were no action points in the last report.

### **3. Response to recommended areas for improvement in last report**

*If BAC SCP accreditation is awarded, LSBF Executive Education should ensure that all BAC related publicity and marketing material is clearly distinguishable between its own provision and the wider LSBF brand.*

All publicity and marketing material is now clearly distinguishable between LSBF-EE and the wider LSBF brand.

A new LSBF - EE dedicated website has been developed. Marketing materials are now branded with the LSBF - EE unique logo. The Provider's social media presence has also been branded with the logo. All external and internal correspondence and documentation, including policies and procedures, now uses the uniquely branded logo. The GUS Business Development team, which is responsible for LSBF – EE does not represent any other LSBF brand. The Provider adheres to GUS's public information policy guidelines.

*Some policies would benefit from minor updating, for example the Student Recruitment Policy and the Work Based Learning and Placements Policy.*

This has been addressed and the Academic Planning Committee has approved most of the policies. There is a Quality Calendar, which includes all policy review dates. As a result, all policies are now regularly updated.

*It is recommended that LSBF Executive Education develops a quality review process that is focused on an evaluative and qualitative analysis to build upon the information collected in its existing quantitative processes.*

The quality review processes include termly reporting, tracking of participant satisfaction, review of the handbooks, policies, procedures, quality calendar and the implementation of a yearly overarching evaluative report.

*Although not strictly applicable to the LSBF Executive Education provision, quality may be enhanced with an external academic review, perhaps by the sampling of internal assessments.*

External moderation and verification reports are available. The Assessment policy includes a grading sheet or reports with the external examiner's comments. The external academic review is now part of the quality cycle. GUS quality assurance systems now incorporate a regular review of LSBF – EE's quality cycle.

*It is recommended that the provider invests in interactive whiteboard facilities in classrooms*

There are interactive whiteboard facilities in all the classrooms.

#### 4. Compliance with BAC accreditation requirements

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

	Met	Partially met	Not met	
The standards are judged to be	✓			
<p><b>Comments</b></p> <p>LSBF – EE has robust governance structures and a good executive team. The management is clearly defined. Senior managers are well qualified and experienced and committed to identifying relevant priorities for planning and improvement.</p> <p>The meetings between senior managers and the scrutiny of quality assurance documentation also confirm a commitment to ambitious and clear action planning set against challenging targets.</p> <p>Quality review systems are part of the wider GUS Quality Framework. Good external academic review forms part of the quality cycle.</p>				

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

	Met	Partially met	Not met	
The standards are judged to be	✓			
<p><b>Comments</b></p> <p>The programmes on offer meet the needs of employers and deliver skills that are in demand in the graduate job market.</p> <p>The assessment of participants' work is in line with the assessment policy, the grading sheet, external examiner's report and the assessment board meetings. Participants are enabled to acquire good levels of knowledge and understanding.</p> <p>The course modules include effective use of appropriate teaching methods and activities.</p>				

##### 4.3 Participant Welfare (spot check)

	Met	Partially met	Not met	
The standards are judged to be	✓			
<p><b>Comments</b></p> <p>There is a dedicated staff member to support participants including those who may have a learning difficulty or any special needs.</p>				

#### 4.4 Premises and Facilities (full inspection)

The numbers below refer to the standards as presented in the short course provider scheme document and main full inspection report

#### 23. The provider has secure possession of and access to its premises

<b>23.1</b>	The provider has secure tenure of its premises.	YES
<b>23.2</b>	Where required, the provider has access to suitable external premises for academic or non-academic purposes of a temporary or occasional nature.	YES

	Met	Partially met	Not met	NA
This standard is judged to be	✓			
<b>Comments</b>  LSBF – EE has secure leasehold tenure on its premises.  Additional premises are available at the original site in Sceptre Court.				

#### 24. The premises provide a safe, secure and clean environment for participants and staff

<b>24.1</b>	Access to the premises is appropriately restricted and secured.	YES
<b>24.2</b>	The premises are maintained in an adequate state of repair, decoration and cleanliness.	YES
<b>24.3</b>	There are specific safety rules in areas of particular hazard (e.g. science laboratories), made readily available to participants, staff and visitors.	N/A
<b>24.4</b>	General guidance on health and safety is made available to participants, staff and visitors.	YES
<b>24.5</b>	There is adequate signage inside and outside of the premises and notice boards for the display of general information.	YES
<b>24.6</b>	There is adequate circulation space for the number of participants and staff accommodated, and a suitable area in which to receive visitors.	YES
<b>24.7</b>	There are toilet facilities of an appropriate number and level of cleanliness.	YES
<b>24.8</b>	There is adequate heating and ventilation in all rooms.	YES

	Met	Partially met	Not met	NA
This standard is judged to be	✓			
<p><b>Comments</b></p> <p>There is a reception and concierge at the entrance to the building. All visitors report to the front desk where they have to sign in. Visitor badges are issued. Staff and participants have access to the building via a key card entry security system.</p> <p>The premises are well maintained. Emergency fire evacuation plans are made available to participants during induction.</p> <p>Appropriate policies relating to health and safety, fire safety and first aid are clearly displayed in the classrooms and communal areas.</p> <p>Heating, lighting and ventilation in all rooms are good with adequate circulation space for the number of staff and participants.</p> <p>Toilet facilities are sufficient in number.</p>				

## 25. Training rooms and other learning areas are appropriate for the courses offered

<b>25.1</b>	Training rooms and other learning areas provide adequate accommodation in size and number for the classes allocated to them.	YES
<b>25.2</b>	Training rooms and any specialised learning areas (e.g. laboratories, workshops & studios) are equipped to a level which allows for the effective delivery of each course.	YES
<b>25.3</b>	There are facilities suitable for conducting the assessments required on each course.	YES

	Met	Partially met	Not met	NA
This standard is judged to be	✓			
<p><b>Comments</b></p> <p>There are good size training rooms, which can accommodate up to 30 participants per session. They are well equipped with interactive whiteboards and flip charts. They are clean and tidy with suitable furniture.</p>				

## 26. There are appropriate additional facilities for participants and staff

<b>26.1</b>	Participants have access to sufficient space and suitable facilities for private study, including library and IT resources.	YES
<b>26.2</b>	Trainers have access to sufficient personal space for preparing lessons, marking work and relaxation.	YES
<b>26.3</b>	Participants and staff have access to space and facilities suitable for relaxation and the consumption of food and drink where appropriate.	YES

<b>26.4</b>	Participants and staff have access to storage for personal possessions where appropriate.	YES
<b>26.5</b>	There are individual offices or rooms in which trainers and senior management can hold private meetings and a room of sufficient size to hold staff meetings.	YES
<b>26.6</b>	Administrative offices are adequate in size and resources for the effective administration of the organisation.	YES

	Met	Partially met	Not met	NA
This standard is judged to be	✓			
<p><b>Comments</b></p> <p>Good additional circulation space, and space for private study and relaxation are available. There is wireless access throughout the third floor.</p> <p>Management and teaching staff have their individual offices, which are adequate in size and resources.</p>				

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

<b>INSTITUTION'S STRENGTHS</b>
Training and assessment activities are focused well on meeting individual participants' needs.  Good use is made of the relationship with GUS in order to access a range of academic services such as international participant recruitment, marketing, course design, programme delivery and digitisation.  The central London location.

<b>ACTIONS REQUIRED</b>	<b>Priority H/M/L</b>
None	

<b>RECOMMENDED AREAS FOR IMPROVEMENT</b>
None

<b>COMPLIANCE WITH STATUTORY REQUIREMENTS</b>	
<b>Declaration of compliance has been signed and dated.</b>	<b>YES</b>
<b>Further comments, if applicable</b>	