BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

Short Course Provider (SCP) Full Inspection

NAME OF PROVIDER: London Stock Exchange Group Academy – London Campus

ADDRESS: 10 Paternoster Square
London, EC4M 7LS

HEAD OF INSTITUTION: Ms Daniela Biagi

DATE OF INSPECTION: 14-15 February 2019

ACCREDITATION STATUS AT INSPECTION: Unaccredited

DECISION ON ACCREDITATION:

☒ Accreditation awarded for the full four-year period

☐ Probation accreditation

☐ Decision on accreditation deferred

☐ Award of accreditation refused

DATE: 28 March 2019

PART A – INTRODUCTION

1. Background to the institution

The London Stock Exchange Group Academy – London Campus (LSEGA/the Provider) provides training services as part of the London Stock Exchange Group. The London Stock Exchange is a publicly listed company in the United Kingdom (UK). The Provider offers courses in finance and investment related areas as well as other subjects such as corporate governance. Nine of the LSEGA's programmes are accredited for Continuing Professional Development (CPD) purposes by the CPD Certification Service Limited.

LSEGA was first established in Italy in 2000. Subsequently, the London Stock Exchange's own training centre was set up in 2004. When the Italian Stock Exchange became part of the London Stock Exchange Group in 2009, the London training centre was merged with the LSEGA in Italy. LSEGA currently has two offices. One office is based in Milan in Italy and the other is in central London near Saint Paul's Cathedral. The Milan office is located within the Italian Stock Exchange and the London office is located within the London Stock Exchange. BAC has been asked to accredit the London office and its activities only.

LSEG aims to design and implement training programmes, that enable individuals to continue their professional development and companies to develop their human capital and grow their relevant skills base.

The Head of LSEG Academy is based in the Milan office and is responsible for the operations in Italy and London. She reports to the Head of Client and Market Services of the London Stock Exchange Group Technology Division. The Head of LSEG Academy is supported by the Head of UK Business, who is based in London and is, in turn, supported by a senior associate and associate, who manage the administration of the courses.

2. Brief description of the current provision

LSEGA in London offers public open courses to individual delegates, whose attendance is usually funded by their employer. It offers 20 core courses that, in some cases, are repeated twice or three times in a year, up to a total annual offering of about 40 courses. The main topics of the courses include investor relations, corporate governance, structure of the equity markets, technical analysis and trading on the London markets. The public courses are short courses that last from a half day to three days. The exception to this is the Financial Markets Masterclass, which is delivered in ten three-hour sessions per week. All these courses are offered face-to-face.

The open courses are also offered internally for group human resources staff. The main courses offered internally are the Financial Markets Masterclass, Introduction to Equity Markets, Introduction to Post-Trade and Financial Modelling. LSEGA also offers bespoke courses to corporate clients. The topics covered in the bespoke courses may be based on the content of an existing open course or may be developed specifically for the client. They are normally offered face-to-face. Highly customised courses are also offered to international clients in areas such as primary markets and technology and technological innovation. Finally, the Provider also arranges visits to the London Stock Exchange for groups of students, business people and governmental bodies coming from the UK or other countries.

BAC accreditation relates solely to the open enrolment face-to-face courses offered to external clients in the UK.

At the time of the inspection, 33 delegates were undertaking a course called Dealing on the London Stock Exchange. They were all over the age of 18 and were an equal mix of male and female. Most delegates came from the UK. Other countries represented were Mexico and the United Arab Emirates. A total of 39 delegates were booked on future courses. The total capacity of the Academy is 429 delegates.

Enrolment on the public courses is open and participants can register from when the course dates appear on the website to the day before the course begins, subject to availability. There are no formal entry requirements.

3. Inspection process

The inspection was carried out over two days by one inspector. Meetings took place with the Head of LSEG Academy, the Head of UK Business, the Senior Associate, the Associate, the trainer and a group of participants. A tour of the premises was undertaken and various sessions of the training programme were observed. A range of documentation and electronic systems were also inspected. The Provider's staff co-operated very well throughout the inspection process and the organisation of the inspection documentation was exemplary.

PART B - JUDGMENT AND EVIDENCE

The following judgments and comments are based upon evidence seen by the inspector(s) during the inspection and from documentation provided by the organisation.

INSPECTION AREA - MANAGEMENT, STAFFING AND ADMINISTRATION

1.   The provider is effectively managed

1.1	The management structure is clearly defined, documented and understood, including the role and extent of authority of any owners, trustees or governing body.	☒ Yes	☐ No
1.2	The head of the provider and other senior managers are suitably qualified and experienced, understand their specific responsibilities and are effective in carrying them out.	☒ Yes	☐ No
1.3	There are clear channels of communication between the management and staff and those working at the delivery venue/s.	☒ Yes	☐ No

This standard is judged to be: ☒ Met   ☐ Partially Met   ☐ Not Met

Comments

LSEGA has a clearly defined management structure, which is documented in an up-to-date organisation chart and related job descriptions. The management team is small consisting of two members of staff. They work well together to ensure that the Provider is effectively managed. Both have a clear understanding of their roles and work priorities.

The managers are well qualified and experienced. They have worked extensively within the London Stock Exchange Group. Therefore, they have an excellent knowledge of the Stock Exchange's role and purpose and understand the market in which the Provider operates. Their focus to date has been to build up the calendar of courses and the Provider now offers a range of appropriate courses to attract delegates. There is an appropriate growth strategy that involves promoting the existing courses to increase the number of delegates and developing new courses to fill identified gaps in the market. The strategy is effectively underpinned by a development plan with specific growth targets.

Communication within the team is good and effective and, therefore, all members of the team are aware of the current priorities. The administrative staff say that the managers are approachable and that they can get answers quickly to any queries they have. Inspection findings confirm this view.

The Head of the LSEG Academy is based in Italy and communicates with the Head of UK Business, on a daily basis, by telephone and e-mail and through regular visits to the London office. Meetings, including monthly team meetings, are scheduled and take place and notes are taken by individual team members of the meeting outcomes. No formal written record is made of key meetings to ensure there is a centrally maintained audit trail of the decisions taken and resulting actions.

2.   The administration of the provider is effective

2.1	Administrators are suitably qualified or experienced and understand their specific responsibilities and duties.	☒ Yes	☐ No
2.2	The size of the administrative team is sufficient to ensure the effective day-to-day running of the provider.	☒ Yes	☐ No
2.3	The administrative support available to the management is clearly defined, documented and understood.	☒ Yes	☐ No
2.4	Policies, procedures and systems are well documented and effectively disseminated across the provider.	☒ Yes	☐ No
2.5	Data collection and collation systems are effective.	☒ Yes	☐ No

This standard is judged to be:　　　　　　　　☒ Met　　☐ Partially Met　　☐ Not Met

Comments

The members of the administration team are effective in ensuring that the training courses are well organised. They are suitably experienced and understand their responsibilities well. They have clear job descriptions and work well together and with other parts of the London Stock Exchange, such as the hospitality team, to make sure the participants are well looked after throughout their course. The size of the team is sufficient for the current volume of the training business. The participants confirmed that the administration support they received was effective and met their needs.

The administration process is well documented through a series of written policies and procedures covering areas such as registering new participants, course set-up, recruitment of new trainers, developing materials, liaising with the trainers, sending joining instructions and booking training rooms. As a result, the administrative team members know what is expected of them and managers understand what administration support is available. The policies are current and up-to-date. There is no formal process for ensuring the policies are maintained up-to-date in the future with specific review dates.

Data collection and collation systems are effective. They include a central electronic booking system and secure protected spreadsheets to maintain details of the courses and the participants' bookings and personal details.

3.　　The provider employs appropriate managerial and administrative staff

3.1	There are appropriate policies and effective procedures for the recruitment and continuing employment of suitably qualified and experienced staff.	☒ Yes	☐ No
3.2	Experience and qualifications claimed are verified before employment.	☒ Yes	☐ No
3.3	There is an effective system for regularly reviewing the performance of staff.	☒ Yes	☐ No

This standard is judged to be:　　　　　　　　☒ Met　　☐ Partially Met　　☐ Not Met

Comments

LSEGA has to make a business case in order to have any new staff recruitment approved. Once this has been done, there is a robust staff recruitment procedure, which is managed by the central Stock Exchange human resources team. The process includes a variety of appropriate checks, including academic and criminal, which are carried out by an external expert service provider. A candidate is only employed if all the checks are in order.

Staff receive a detailed and appropriate induction to ensure that they are aware of all the relevant policies and what is required of them in their roles. There is a comprehensive staff handbook, which contains a range of appropriate policies, including disciplinary and grievance policies, to ensure the on-going employment of suitable staff. The policies are also stored on a centrally maintained drive.

There is a highly effective system for regularly reviewing the performance of the staff. The system includes an annual and a mid-year performance review. The appraisal process includes good opportunities for the staff member to reflect on their own performance and receive feedback from their manager. The quality of the staff's performance is judged taking into account, for example, the number of courses run, the number of participants and the participants' feedback. The records of the outcomes of performance review are maintained on a specially designed human resources electronic database. The records include clear measurable performance objectives, which are designed to align with the strategic objectives. As a result, the staff know how well they are performing and what they need to do to improve.

There is an in-house facility that staff can use to access training and development courses. Personal development is also discussed as part of the annual objective setting meeting. This ensures that the staff can maintain their knowledge up to date.

4. **Publicity material, both printed and electronic, gives a comprehensive, up-to-date and accurate description of the provider and its programmes**

4.1	Text and images provide an accurate depiction of the provider's location, premises, facilities and the range and nature of resources and services offered.	☒ Yes	☐ No
4.2	Information on the courses available is comprehensive, accurate and up to date.	☒ Yes	☐ No

This standard is judged to be: ☒ Met   ☐ Partially Met   ☐ Not Met

Comments

The LSEGA's website forms part of the London Stock Exchange Group's website. There is a dedicated set of web pages for the London campus. The information on the website is clearly presented, accurate and up-to-date. It includes a course calendar with detailed information about the individual open enrolment courses including an overview of the content, the full course agenda, the course aims and the target market with specific examples of the job roles for which the course is designed. As a result, prospective participants are able to make informed choices about the programme that will best meet their needs.

The information provided in hard copy is also accurate and provides good information about the courses offered.

All marketing material and external communications are checked by the central press team to ensure that they are appropriate and free of typographical errors.

5. **The provider takes reasonable care to recruit and enrol suitable participants for its courses**

5.1	Entry requirements for each course, including those relating to language ability, are set at an appropriate level and clearly stated in the course descriptions seen by prospective participants.	☐ Yes	☐ No	☒ NA
5.2	A formal application process ensures that participants meet the entry requirements and any claimed qualifications are verified.	☐ Yes	☐ No	☒ NA
5.3	The provider replies to all application enquiries promptly and appropriately and briefs all stakeholders properly on the nature and requirements of its programmes.	☒ Yes	☐ No	☐ NA
5.4	Any overseas recruitment agents are properly selected, briefed, monitored and evaluated.	☐ Yes	☐ No	☒ NA

This standard is judged to be: ☒ Met   ☐ Partially Met   ☐ Not Met

Comments

Although there are no formal entry requirements, the detailed information provided about the courses makes it clear what they cover and to whom they are targeted. Staff are available to discuss the courses with prospective participants to help them to decide if the proposed course meets their needs.

There is a comprehensive registration form. The form includes appropriate questions designed to identify whether the course will meet the participants' needs, for example, details about the financial sector in which they work and their level of knowledge of the subject matter. The question about the level of existing knowledge was made a required field, during the inspection, to avoid participants booking on courses that are insufficiently challenging for them. Any queries about suitability, based on the responses to these questions, are referred to the Head of UK Business for a decision.

There are service level agreements in place regarding the timelines for responding to course registration enquiries to ensure that prompt responses are made. The participants confirmed that they were happy with the level of the administrative support provided.

6. **There is an appropriate policy on participant attendance and effective procedures and systems to enforce it**

6.1	There is an appropriate, clear and published policy on participant attendance and punctuality.	☒ Yes	☐ No

6.2	Accurate and secure records of attendance and punctuality at each session are kept for all participants, collated centrally and reviewed.	☒ Yes ☐ No ☐ NA
6.3	Participant absences are followed up promptly and appropriate action taken.	☒ Yes ☐ No ☐ NA

This standard is judged to be: ☒ Met ☐ Partially Met ☐ Not Met

Comments

Participants are made aware of the attendance and punctuality requirements as part of the joining instructions. Appropriate attendance registers are taken at the start of the day and again after lunch so that any absences can be tracked and followed up as necessary. The registers are scanned and retained in an electronic course folder so that there is an on-going record of attendance levels.

If there are any unexplained absences, the participant or their employer is contacted. Significant absence from the course adversely affects the award of the certificate of attendance at the end of the course.

7.	**The provider regularly obtains and records feedback from participants and other stakeholders and takes appropriate action where necessary**	
7.1	The provider has effective mechanisms for obtaining feedback from participants and other stakeholders (such as staff, partner providers and employers) on all aspects of the provider's provision, including formal participant representation where appropriate.	☒ Yes ☐ No
7.2	Feedback is obtained, recorded and analysed on a regular basis.	☒ Yes ☐ No
7.3	The feedback is reviewed by management and action is taken where necessary.	☒ Yes ☐ No
7.4	There is a mechanism for reporting on the provider's response to the feedback to the participant body.	☐ Yes ☐ No ☒ NA

This standard is judged to be: ☒ Met ☐ Partially Met ☐ Not Met

Comments

Useful feedback is obtained from the participants at the end of the short courses and also half way through the longer Financial Markets Masterclass programme. The feedback is collected informally in discussion with the participants during the course and through a suitable feedback form. The feedback focuses on the course and its content, delivery, quality of the materials and the learning environment. It also includes questions relating to the venue facilities and administration support. It provides for an overall assessment of each criteria and space for qualitative comments so that the overall quality of the participant's experience can be evaluated.

If there is any negative feedback, that cannot be resolved during the course, contact may take place with a participant's employer to obtain their feedback and to resolve any on-going issues in order to retain a good relationship with the client.

The results of the feedback are analysed and an annual summary of the results is produced. This includes average evaluation scores for the individual aspects of the provision, across all the courses, so that trends can be identified. The feedback is reviewed by the managers and, if the overall course assessments are below the target level, appropriate action is taken. The future improvement actions identified from the feedback do not always include measurable targets based on the participants' overall assessment of their experience to ensure continuous improvement across the provision.

Participants are advised, if appropriate, of any actions taken in relation to their feedback. If any changes are made to a course as a result of feedback, this will be notified to prospective corporate clients.

8. **The provider has effective systems to review its own standards and assess its own performance with a view to continuing improvement**

8.1	There are effective systems for monitoring and periodically reviewing all aspects of the provider's performance.	☒ Yes	☐ No
8.2	Reports are compiled which present the results of the provider's reviews and incorporate action plans.	☒ Yes	☐ No
8.3	Action plans are implemented and regularly reviewed.	☒ Yes	☐ No

This standard is judged to be: ☒ Met   ☐ Partially Met   ☐ Not Met

Comments

There are effective systems for monitoring and reviewing all aspects of the Provider's performance. The strategic plan includes a business plan with an analysis of the Provider's financial results and identified opportunities for future growth. There is also a development plan with future targets. These plans enable the comparison of actual performance against the strategic objectives and targets. Participant feedback is also a key indicator of success for LSEGA and is analysed annually as part of the quality assurance process.

An annual business lines analysis is carried out. This records the volume of business, including the total number of open enrolment training days that have taken place, and the total number of participants. These numbers represent key performance indicators against which business and individual performance is assessed.

As a result of the performance reviews, appropriate actions are allocated to individual staff members with timelines. These are followed up by e-mails and in meetings and through staff performance review meetings, during which progress against objectives is assessed. A newly set up task attribution system allows each member of the team to define tasks for themselves or for other team members and to monitor the status of the tasks. A summary of all the tasks attributed, including due dates, responsibilities and status of the task is provided in order to ensure effective monitoring by managers.

INSPECTION AREA – TEACHING, LEARNING AND ASSESSMENT

9. **Programme management is effective**

9.1	There is a suitably qualified and experienced programme manager or management team with responsibility for teaching, learning and assessment and the management of the body of trainers	☒ Yes	☐ No	☐ NA
9.2	Classes are timetabled and rooms allocated appropriately for the courses offered.	☒ Yes	☐ No	☐ NA
9.3	The allocation of trainers to classes provides for a consistent learning experience and delivery is monitored to ensure consistency.	☒ Yes	☐ No	☐ NA
9.4	There is an appropriate policy and effective procedures for the acquisition of academic resources.	☒ Yes	☐ No	☐ NA

This standard is judged to be: ☒ Met   ☐ Partially Met   ☐ Not Met

Comments

The management team is suitably qualified and experienced to manage the programme of courses and the trainers. Programme development is coordinated effectively between the Head of LSEG Academy and the Head of UK Business, according to their particular professional backgrounds and expertise. The day-to-day management of the programmes is overseen effectively by the Head of UK Business.

The open courses are timetabled a year in advance to ensure that appropriate trainers are available to deliver them. Appropriate rooms are allocated through an online booking system that is managed by the London Stock Exchange's property team. The capacity of all the rooms and the related seating arrangements have been assessed for each room and this information is used to allocate rooms to course appropriately. A new dedicated office space and training room

for the Provider are currently under construction and this will enable appropriate training rooms to continue to be available for the Provider's use.

LSEGA has a wide network of trainers, with different areas of expertise, which it can draw on to deliver its courses. The wide network helps to ensure that trainers are suitable for their courses and are likely to meet the participants' expectations. The delivery is effectively monitored, through the participants' feedback and informal session observations, to ensure its consistent high quality.

The development of the main course materials is commissioned from the trainers who follow a template supplied by the Provider. Other resources are provided centrally by the London Stock Exchange.

10. The courses are planned and delivered in ways that enable participants to succeed

10.1	Courses are designed and delivered in ways that allow participants to develop the knowledge and skills which will be required for final examinations or assessments or which meet stakeholders' requirements.	☒ Yes ☐ No ☐ NA	
10.2	Lessons and assessments maintain an appropriate focus on any assessment objectives or statement of learning outcomes established by the awarding body.	☐ Yes ☐ No ☒ NA	
10.3	Formative assessments appropriately reflect the nature and standards of summative examinations.	☐ Yes ☐ No ☒ NA	
10.4	Participants are encouraged and enabled to develop independent learning skills.	☒ Yes ☐ No ☐ NA	
10.5	The academic backgrounds and particular needs of participants are taken into account in the classroom delivery of the course.	☒ Yes ☐ No	

This standard is judged to be: ☒ Met ☐ Partially Met ☐ Not Met

Comments

Courses are designed and delivered to meet the participants' and, where appropriate, their employers' needs. The content of the courses is developed and maintained up to date by the trainers, who are experts in the subject matter. They are effectively supported by LSEGA staff and are able to talk to relevant staff in the Stock Exchange to make sure they are up to date with any rule changes and can incorporate these into their training materials.

The course design takes into account the identified target market for the course and any sector specific codes or business case studies. Each course description includes the key benefits that the participants will take away from the course so that the intended outcomes are clear. In addition, specific courses are accredited for CPD purposes.

Trainers makes good use of group activities and business simulations as part of the courses. In this way, they encourage the participants to work independently and reflect on their own knowledge and skills to identify any gaps. Through the delivery of a course, the trainers, who are very experienced, are able to identify any specific needs of the participants and are able to make appropriate adjustments and small changes to the content accordingly.

11. Trainers are suitable for the courses to which they are allocated and effective in delivering them

11.1	Trainers are appropriately qualified and experienced.	☒ Yes ☐ No
11.2	Trainers have a level of subject knowledge, pedagogic and communicative skill which allows them to deliver the content of courses effectively.	☒ Yes ☐ No
11.3	The appraisal procedures for trainers incorporate regular classroom observation.	☒ Yes ☐ No
11.4	Trainers are supported in their continuing professional development and enabled to develop further pedagogic techniques to enhance the learning of participants.	☒ Yes ☐ No ☐ NA
11.5	Trainers respond to different learning needs of participants where appropriate, taking various learning styles into account in their planning and delivery of lessons.	☒ Yes ☐ No

11.6	Trainers employ effective strategies to involve all participants in active participation and to check their understanding of concepts and course content.	☒ Yes ☐ No

This standard is judged to be: ☒ Met   ☐ Partially Met   ☐ Not Met

Comments

The trainers are subject experts with appropriate practical experience that they share effectively with the participants during the training courses. They are recruited, according to an appropriate written procedure, as a result of recommendations from existing trainers or because they are working within the Stock Exchange or are known to the training team from previous professional roles. As a result, the managers have observed them training and are aware of their knowledge and skills.

Participants' feedback focuses on the content and delivery of the courses and detailed feedback is provided on the trainers' knowledge, experience and their pedagogic skill. This is fed back to the trainers in the event that there are any identified development needs. The Provider has recently introduced a formal recorded observation process, with observations scheduled for the rest of 2019 to ensure a good sampling across the programmes. This is designed to assist in the maintenance and development of the quality of the training and to share best practice and encourage continuing improvement.

Training delivery is effective. It is well planned and structured and makes good use of questioning and group work to ensure that the participants are involved and interact well with each other and the trainer. The participants reported that the trainer used engaging and real-life examples and was very knowledgeable. Inspection findings confirm this view.

12. The provider provides participants and trainers with access to appropriate resources and materials for study

This standard is judged to be: ☒ Met   ☐ Partially Met   ☐ Not Met

Comments

The training materials, consisting of a comprehensive set of slides that were published in a booklet and individual handouts, are well designed and colourful and provide good information to meet the participants' needs. The trainers develop the materials or are provided with existing materials, which they can adapt to meet their needs.

13. Participants receive appropriate assessment and feedback on their performance and progress, which are effectively monitored

13.1	Feedback is given to individual participants tailored to meet their specific needs and constructive in its nature and delivery.	☒ Yes ☐ No
13.2	Courses are planned to include a schedule of assessments, the procedures and criteria for which are available in writing and in advance to participants and trainers.	☐ Yes ☐ No ☒ NA
13.3	Assessment outcomes are monitored to enable the identification of participants who are not making satisfactory progress and prompt intervention where appropriate.	☐ Yes ☐ No ☒ NA
13.4	Participants are made aware of how their progress relates to their targeted level of achievement.	☐ Yes ☐ No ☒ NA
13.5	Additional support or advice on alternative courses is provided to participants who are judged not to be making sufficient progress to succeed.	☐ Yes ☐ No ☒ NA
13.6	Participants have appropriate access to trainers outside class time.	☒ Yes ☐ No ☐ NA

This standard is judged to be: ☒ Met   ☐ Partially Met   ☐ Not Met

Comments

During the training sessions, the trainer provides useful feedback to the participants during question and answer sessions and following group work. The practical group activities are used well and debriefed effectively to ensure that that the key learning points are highlighted and are understood by the participants.

The trainer is accessible for additional advice and guidance during the lunchtimes and other breaks.

14. **The provider offers courses leading to accredited awards granted by recognised awarding bodies wherever appropriate**

This standard is judged to be: ☐ Met   ☐ Partially Met   ☐ Not Met   ☒ NA

Comments

15. **There is a clear rationale for courses leading to unaccredited or internal awards**

15.1	There is a clear statement of the level claimed relative to the RQF and evidence that participants who receive the award meet the stated requirements for that level.	☐ Yes	☐ No	☐ NA
15.2	There is evidence of the extent to which the awards are accepted for the purposes of employment or further study.	☐ Yes	☐ No	☐ NA
15.3	External moderators are involved in the assessment process where appropriate.	☐ Yes	☐ No	☐ NA

This standard is judged to be: ☐ Met   ☐ Partially Met   ☐ Not Met   ☒ NA

Comments

16. **There are satisfactory procedures for the administration of examinations and other means of assessment**

16.1	The provider complies with the requirements of the relevant awarding bodies in terms of examination security and administration.	☐ Yes	☐ No	☐ NA
16.2	For internal assessments and awards, there are effective systems in place for examination security and administration, and clear procedures for participants to appeal against their marks.	☐ Yes	☐ No	☐ NA

This standard is judged to be: ☐ Met   ☐ Partially Met   ☐ Not Met   ☒ NA

Comments

INSPECTION AREA - PARTICIPANT WELFARE

17. **Participants receive pastoral support appropriate to their age, background and circumstances**

17.1	There is at least one named staff member responsible for participant welfare who is suitably trained, accessible to all participants and available to provide advice.	☒ Yes	☐ No	☐ NA
17.2	Participants receive appropriate advice before the start of the programme.	☒ Yes	☐ No	
17.3	Participants receive an appropriate induction and relevant information at the start of the programme.	☒ Yes	☐ No	
17.4	Participants are issued with a contact number for out-of-hours and emergency support.	☒ Yes	☐ No	☐ NA
17.5	The provider has policies in place to avoid discrimination and a published procedure for dealing with any abusive behaviour.	☒ Yes	☐ No	
17.6	Effective safeguarding arrangements are in place and are regularly reviewed to keep all participants safe.	☐ Yes	☐ No	☒ NA
17.7	Effective arrangements are in place to protect participants from the risks associated with radicalisation and extremism.	☒ Yes	☐ No	

This standard is judged to be: ☒ Met   ☐ Partially Met   ☐ Not Met

Comments

The members of the training team work well together to ensure that all participants are effectively supported in line with their needs. They carry out the induction at the start of the programme and visit the training room throughout the day to deal with any enquiries or issues that the participants may have.

The participants receive sufficient appropriate information prior to joining the course through prompt answers to any queries, for example regarding accommodation in London, and through information supplied on the website and the joining instructions. The joining instructions include contact details that can be used in the case of an emergency.

There is an appropriate policy to avoid discrimination and abusive behavior, which includes an appropriate reference to extremist behavior. The existence of the policy is communicated to participants in the joining instructions. The policy makes it clear that any inappropriate behavior will be reported to the Stock Exchange's internal security staff.

There are effective arrangements in place to protect participants from the risks associated with radicalisation and extremism. A risk assessment has been carried out and staff have been appropriately trained.

18. **International participants are provided with specific advice and assistance**

18.1	International participants receive appropriate advice before their arrival on travelling to and staying in the UK.	☒ Yes	☐ No
18.2	International participants receive an appropriate induction upon arrival covering issues specific to the local area.	☒ Yes	☐ No
18.3	Information and advice specific to international participants continues to be available throughout the course of study.	☒ Yes	☐ No
18.4	Provision of support takes into account cultural and religious considerations.	☒ Yes	☐ No

This standard is judged to be: ☒ Met   ☐ Partially Met   ☐ Not Met   ☐ NA

Comments

International participants receive appropriate information and support before and on arrival. There is useful information, specifically for international participants, available through the website. This includes information about security, transport and the climate in the UK.

Throughout their course, any questions or requests for help that international participants may have are managed well by the training team. Participants are satisfied with the information and support they receive whilst at LSEGA.

19. The fair treatment of participants is ensured

19.1	Participants apply for and are enrolled on courses under fair and transparent contractual terms and conditions.	☒ Yes	☐ No
19.2	Participants have access to a fair complaints procedure of which they are informed in writing at the start of the course.	☒ Yes	☐ No

This standard is judged to be: ☒ Met   ☐ Partially Met   ☐ Not Met

Comments

The terms and conditions, under which participants are registered, are fair and transparent and include an appropriate refund policy.

The complaints procedure is clear and includes a staged approach with clear timelines and an appeal process. It is communicated to the participants as part of the joining instructions. The Provider is currently researching who could act as an identified independent adjudicator.

20. Where residential accommodation is offered, it is fit for purpose, well maintained and appropriately supervised

20.1	Any residential accommodation is clean, safe and of a standard which is adequate to the needs of participants.	☐ Yes	☐ No	
20.2	Any residential accommodation is open to inspection by the appropriate authorities, including Ofsted where participants under 18 are accommodated.	☐ Yes	☐ No	☐ NA
20.3	Clear rules and fire, health and safety procedures are in place, with appropriate precautions taken for security of participants and their property.	☐ Yes	☐ No	
20.4	A level of supervision is provided appropriate to the needs of participants.	☐ Yes	☐ No	
20.5	Separate accommodation blocks are provided for participants under 18.	☐ Yes	☐ No	☐ NA

This standard is judged to be: ☐ Met   ☐ Partially Met   ☐ Not Met   ☒ NA

Comments

21. Where home-stay accommodation is organised, the welfare of participants is ensured and the provider's relationship with hosts is properly managed

21.1	Due care is taken in selecting home-stay accommodation which both provides a safe and comfortable living environment for participants and is appropriately located for travel to the provider and back.	☐ Yes	☐ No
21.2	Any home-stay accommodation is inspected before participants are placed and is subject to regular re-inspection by a responsible representative or agent of the provider.	☐ Yes	☐ No
21.3	The provider has appropriate contracts in place with any hosts, clearly setting out the rules, terms and conditions of the provision.	☐ Yes	☐ No

| 21.4 | Appropriate advice and support is given to both hosts and participants before and during the placement. | ☐ Yes ☐ No |
| 21.5 | Clear monitoring procedures are in place with opportunities for participant feedback and prompt action taken in the event of problems. | ☐ Yes ☐ No |

This standard is judged to be: ☐ Met ☐ Partially Met ☐ Not Met ☒ NA

Comments

22. **The provider provides an appropriate social programme for participants and information on leisure activities in the area**

22.1	Participants are provided with appropriate information on opportunities for participation at events and other leisure activities which may be of interest.	☐ Yes ☐ No
22.2	The social programme is responsive to the needs and wishes of participants.	☐ Yes ☐ No ☐ NA
22.3	Any activities within the social programme have been chosen with consideration for their affordability by the majority of participants.	☐ Yes ☐ No ☐ NA
22.4	Any activities organised by the provider are supervised by a responsible representative with suitable qualifications and experience.	☐ Yes ☐ No ☐ NA

This standard is judged to be: ☐ Met ☐ Partially Met ☐ Not Met ☒ NA

Comments

INSPECTION AREA – PREMISES AND FACILITIES

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

| 23.1 | The provider has secure tenure on its premises. | ☒ Yes ☐ No ☐ NA |
| 23.2 | Where required, the provider has access to suitable external premises for academic or non-academic purposes of a temporary or occasional nature. | ☐ Yes ☐ No ☒ NA |

This standard is judged to be: ☒ Met ☐ Partially Met ☐ Not Met

Comments

The Provider has secure tenure of its premises under a lease that is valid until September 2028.

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

24.1	Access to the premises is appropriately restricted and secured.	☒ Yes ☐ No	
24.2	The premises are maintained in an adequate state of repair, decoration and cleanliness.	☒ Yes ☐ No	
24.3	There are specific safety rules in areas of particular hazard (e.g. science laboratories), made readily available to participants, staff and visitors.	☐ Yes ☐ No ☒ NA	
24.4	General guidance on health and safety is made available to participants, staff and visitors.	☒ Yes ☐ No	
24.5	There is adequate signage inside and outside of the premises and notice boards for the display of general information.	☒ Yes ☐ No	
24.6	There is adequate circulation space for the number of participants and staff accommodated, and a suitable area in which to receive visitors.	☒ Yes ☐ No	
24.7	There are toilet facilities of an appropriate number and level of cleanliness.	☒ Yes ☐ No	
24.8	There is adequate heating and ventilation in all rooms.	☒ Yes ☐ No	

This standard is judged to be: ☒ Met   ☐ Partially Met   ☐ Not Met

Comments

The security at the entrance to the building and throughout the building is very good and thorough, with a pass required to enter the various parts of the premises. These measures ensure that staff, participants and visitors feel safe and secure whilst they are on the premises.

The premises are well maintained and decorated.

Staff and participants receive a good briefing on health and safety and specifically what to do in the event of a fire as part of their induction. Visitors are given a tour of the premises and there is good health and safety signage throughout the building. All visitors have to be escorted from the entrance into the building and normally stay with their host during their visit to ensure their health and safety.

Signage inside and outside the premises is good. All the training rooms are well signposted so that participants can find their way to their course easily. The premises are spacious with very good circulation space. Standards of heating and ventilation are good.

As a result, the premises provide a safe, secure and clean environment for participants and staff.

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

25.1	Training rooms and other learning areas provide adequate accommodation in size and number for the classes allocated to them.	☒ Yes ☐ No	
25.2	Training rooms and/or any specialised learning areas (e.g. laboratories, workshops, studios) are equipped to a level which allows for the effective delivery of each course.	☒ Yes ☐ No ☐ NA	
25.3	There are facilities suitable for conducting the assessments required on each course.	☐ Yes ☐ No ☒ NA	

This standard is judged to be: ☒ Met   ☐ Partially Met   ☐ Not Met

Comments

Training rooms and other learning areas, including a large modern theatre space for large group presentations and lectures, are of a good size and suitable for the number of participants attending training sessions. Many of the rooms are adaptable in size as they have partitions that can be opened to maximise the space available.

The training rooms are well equipped with large screens for the projection of slideshow presentations. The new training room, that is currently under construction, will have very good audio-visual equipment including microphones to ensure that the participants can easily follow the discussion, wherever they are sitting in the room. In addition, there are facilities to enable the participants to access a live trading platform to enable the practical application of the concepts being discussed as part of the course.

Trainers confirm that the premises and equipment are very good and that they can access effective information technology support. Inspection findings confirm this view.

26. There are appropriate additional facilities for participants and staff

26.1	Participants have access to sufficient space and suitable facilities for private study, including library and IT resources.	☒ Yes	☐ No	☐ NA
26.2	Trainers have access to sufficient personal space for preparing lessons, marking work and relaxation.	☒ Yes	☐ No	☐ NA
26.3	Participants and staff have access to space and facilities suitable for relaxation and the consumption of food and drink where appropriate.	☒ Yes	☐ No	☐ NA
26.4	Participants and staff have access to storage for personal possessions where appropriate.	☐ Yes	☐ No	☒ NA
26.5	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	☐ No	
26.6	Administrative offices are adequate in size and resources for the effective administration of the provider.	☒ Yes	☐ No	

This standard is judged to be: ☒ Met   ☐ Partially Met   ☐ Not Met
Comments

There are appropriate additional facilities for participants and staff. Although there is no formal private study required for the courses, there is very good wireless connection throughout the premises if participants wish to carry out any private research. Trainers normally prepare their course material at home. However, they are able to use the training room, other office spaces and seating areas to make adjustments to their material, if required.

Various spacious and pleasant areas are available for staff and participants to prepare and consume food and drink and for relaxation. In addition, refreshments are provided throughout the day in the training rooms for the participants. There is also a well-appointed cafeteria for general use.

Staff and trainers have access to a wide range of seating spaces and private meeting rooms for discussions and formal meetings. Whilst the construction of the dedicated office area for the Provider's staff is on-going, the team is making use of a temporary bank of desks located in office space being used by other staff working for the Stock Exchange. This arrangement is appropriate as a temporary measure. The new office space will provide a spacious, light and airy administrative base to allow for the effective administration of the Provider.

COMPLIANCE WITH STATUTORY REQUIREMENTS

Declaration of compliance has been signed and dated   ☒ Yes   ☐ No

PART C - SUMMARY OF STRENGTHS AND ACTION POINTS

Numbering of action points aligns with that of the minimum standards

MANAGEMENT, STAFFING AND ADMINISTRATION

Provider's Strengths

Senior managers work very well with the rest of the team to ensure that the training courses are well organised and run smoothly for the benefit of the participants.

A detailed written strategy includes a good analysis of the provider's marketplace and a range of appropriate key performance indicators to provide a focus for the future direction of the Provider.

There is a robust system for managing and monitoring staff performance, including the use of performance targets and checking how they have been met to ensure continuing improvement.

Participants' feedback is analysed effectively and annual summaries of the results enable trends to be accurately identified so that appropriate corrective action can be taken if required.

Actions Required	Priority H/M/L
None	☐ High ☐ Medium ☐ Low

TEACHING, LEARNING AND ASSESSMENT

Provider's Strengths

The trainers are highly experienced and well qualified in their specialist subject areas and engage very well with the participants.

Trainers make good use of practical exercises, involving case studies and simulations, to ensure that the courses have a practical focus and provide knowledge and skill that can be used effectively back in the workplace.

Actions Required	Priority H/M/L
None	☐ High ☐ Medium ☐ Low

PARTICIPANT WELFARE

Provider's Strengths

Participants receive good personal support before and on arrival at LSEGA and throughout their course.

Actions Required	Priority H/M/L
None	☐ High ☐ Medium ☐ Low

PREMISES AND FACILITIES

Provider's Strengths

The premises are spacious premises and fit for purpose and provide a good working and learning environment for staff and participants.

Actions Required	**Priority H/M/L**
None	☐ High ☐ Medium ☐ Low

RECOMMENDED AREAS FOR IMPROVEMENT

To be reviewed at the next inspection

The Provider should maintain formal written records of its key meetings to ensure there is a clear audit trail of the discussions and the decisions taken.

LSEGA is recommended to put in place a formal process for ensuring its policies are maintained up-to-date in the future with specific review dates.

Plans should include measurable targets, based on the participants' feedback scores and overall assessment of their experience at the Provider to ensure continuous improvement across the provision.

The recently introduced formal training session observation schedule should be implemented effectively in order to maintain the quality of training, share best practice and ensure continuing improvement.

The Provider should identify a suitable independent adjudicator and add this information to the complaints procedure.

COMPLIANCE WITH STATUTORY REQUIREMENTS