

BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

INTERIM INSPECTION (Short Course Provider)

PROVIDER: London Management Centre

ADDRESS: 92 Seymour Place
London
W1H 2NJ

HEAD OF PROVIDER: Dr Tony Kay

ACCREDITATION STATUS: Accredited

DATE OF INSPECTION: 2 April 2019

ACCREDITATION COMMITTEE DECISION AND DATE: Re-accreditation, 23 May 2019

PART A – INTRODUCTION

1. Background to the provider

London Management Centre (LMC/the Provider) is a training provider based in central London that offers short courses in business leadership and management. It was founded in 1995 and teaching began in 1996. LMC is a privately-owned limited company led by the Chief Executive Officer and three Directors. They are supported by an Operations Manager and a Learning and Development Manager.

The aim of the Provider is to empower managers and develop leaders to achieve organisational success.

The main venue for delivery is the LMC premises in London, but a range of courses are offered at training venues around the world, as well as bespoke courses delivered within companies. BAC only accredits the provision offered in the United Kingdom.

2. Brief description of the current provision

LMC provides short courses in management, leadership, finance, human resources, projects and logistics, sales and marketing and public relations. Courses on interpersonal skills are also offered to middle and senior managers and senior technicians. The curriculum has been developed in-house to meet the training needs of managers and senior executives. Certain courses are accredited by awarding bodies such as the Institute of Leadership and Management, Continuing Professional Development and the Chartered Management Institute. Courses are five days or ten days in length and are delivered face-to-face. They are designed to be practical and interactive.

At the time of the inspection, there were seven participants enrolled on a five-day course in Visionary Leadership and Strategic Thinking. All were over the age of 18 and the majority were male. They were recruited from organisations in the Kingdom of Saudi Arabia, Abu Dhabi and Nigeria. LMC runs up to seven courses at any one time with a total capacity of 57 participants.

3. Inspection process

The inspection was carried out by one inspector over one day. Interviews were conducted with the Director General, the Head of Operations and administration staff. A meeting was held with the current participants and with their trainer. Two training sessions were observed and a tour was made of the Provider's premises. The inspector scrutinised participant registration and attendance records and reviewed a range of the Provider's documents. The Provider co-operated fully with the inspection and provided all requested information promptly.

4. Inspection History

Inspection Type	Date
Full Accreditation	17-18 February 2009
Interim	03 March 2010
Re-accreditation	19-20 March 2013
Interim	24 February 2015
Re-accreditation	15-16 March 2017

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 institution.

1. Significant changes since the last inspection

There have been no significant changes since the last inspection.

2. Response to actions points in last report

19.3 LMC must make reference to the fact that delegates can access BAC's own complaints procedure if necessary.

Reference is made to the BAC complaints procedure in the participant handbook, which is provided at the beginning of the course. Participants confirm that they had been made aware of the procedure.

3. Response to recommended areas for improvement in last report

It is recommended that, for delegates requiring short term study visas, the Provider should make and retain electronic copies of delegates' passports and visas.

To date, participants have not required short term study visas so this recommendation has not been applicable.

4. Compliance with BAC accreditation requirements

4.1 Management, Staffing and Administration (spot check)

The standards are judged to be:

Met

Partially Met

Not Met

Comments

Participant recruitment procedures are very effective. Selection is made by the training or human resource departments of the client organisations. The Provider ensures that participants are well matched to their chosen courses by maintaining good channels of communication with the clients and acquiring detailed understanding of their Continuing Professional Development (CPD) requirements.

Full attendance is a requirement on all courses and any late arrival is addressed promptly. Attendance is accurately tracked using electronic swipe cards. An attendance report is provided to the client and the course completion certificate is awarded only following full attendance. As a result, levels of attendance are excellent.

The processes for gathering and using feedback are excellent. Detailed daily feedback from participants is reviewed immediately after the training session and any necessary changes are made by the start of the following day to ensure that participants gain the maximum value from the course. Ongoing adaptations to courses are made in response to information provided by participants and their companies. The outcomes from the daily and end of course feedback questionnaires are appropriately analysed and used in improvement planning.

Specialist trainers are contracted to deliver single days on courses to maximise participants' exposure to a range of experts during their time at LMC. Feedback from trainers is completed daily and is used effectively to address issues with delegate engagement or to inform the trainer scheduled for the following day of any issues or adaptations made to the course. Twice-yearly all staff meetings provide opportunities for trainer input into overall improvement planning.

Leadership has appropriate mechanisms in place to evaluate all aspects of performance and outcomes are discussed in regular formal meetings. Actions are set and progress against them is regularly reviewed through to completion. As a result, high standards of delivery and customer satisfaction are achieved, and the volume of delivery is increasing.

4.2 Teaching, Learning and Assessment (spot check)

The standards are judged to be:

Met Partially Met Not Met

Comments

The quality of training delivery is high. Trainers are knowledgeable and highly experienced. They plan participant focused sessions in which input is promptly followed by tasks requiring participants to apply the training to their own work experience or context, generating useful discussion and comparison. Participants find this aspect of the training particularly positive and value the opportunities for networking with other participants which are built into LMC's courses. Trainers are well informed about the participants and are responsive to their individual backgrounds and expertise.

Session objectives are clear and shared with participants. Appropriate staging and well-paced delivery ensure that intended outcomes are met. Trainers use the scheme of work set by the Provider, but contribute their own examples and expert knowledge to extend learning beyond the communication of current theories. Trainers are effective at eliciting examples from participants and drawing upon their wealth of experience, facilitating appropriate checks on their understanding. Participants appreciate the opportunity to work with a variety of trainers with different styles and expertise during the course. Training resources used in delivery and provided to participants for further study at the end of the course, are of high quality.

Appraisal of trainers through classroom observations is excellent. The recruitment process for trainers includes classroom observations of established trainers with a focus on acquiring the house style of delivery. The new trainer is observed early on their probationary course to ensure that they facilitate the levels of participation and practical application that are the hallmark of LMC's courses. Established trainers are observed at least annually and value the constructive feedback they receive. The observation report form is well designed to cover all key aspects of delivery and the observer's comments make very clear their strengths and areas for development.

4.3 Participant Welfare (spot check)

The standards are judged to be:

Met Partially Met Not Met

Comments

Prior to arrival, participants receive sufficient information on the course and on practical issues relating to their stay in the UK. The designated welfare person provides an appropriate induction to all participants, which includes suitable information on health and safety.

An out-of-hours contact number for emergencies is available but is not systematically shared with participants. Consequently, not all participants are aware of it.

4.4 Premises and Facilities (spot check)

The standards are judged to be:

Met Partially Met Not Met

Comments

The premises are of a high standard, secure, clean and well maintained. They provided a very good environment for training.

Classrooms are spacious and well equipped to support training activities.

A library of books closely related to course content is available for individual study.

Participants have access to a comfortable café area for relaxation at breaktimes.

4.5 Compliance Declaration

Declaration of compliance has been signed and dated.

Yes No

PART C – SUMMARY OF STRENGTHS AND ACTION POINTS

STRENGTHS

Very effective gathering and use of feedback to tailor courses to participants needs and ensure high rates of overall satisfaction with courses.

Interactive delivery which engages participants and supports them in applying the training within their own organisations.

Excellent procedures for classroom observations, resulting in clear developmental feedback to trainers.

High quality training resources.

ACTIONS REQUIRED

All participants must be provided with a contact number for out of hours and emergency support to enhance the safety of all participants.

High Medium Low

RECOMMENDED AREAS FOR IMPROVEMENT *(to be reviewed at the next inspection)*

None

COMPLIANCE WITH STATUTORY REQUIREMENTS - FURTHER COMMENTS, IF APPLICABLE