

# **BRITISH ACCREDITATION COUNCIL INSPECTION REPORT**

## **SUPPLEMENTARY INSPECTION NEW/ADDITIONAL PREMISES (Online, Distance & Blended Learning)**

**PROVIDER:** International Institute of Management and Technical Studies

**ADDRESS:** New Broad Street House  
35 New Broad Street  
London EC2M 1NH

**HEAD OF PROVIDER:** Dr Atul Pandya

**ACCREDITATION STATUS:** Accredited

**DATE OF INSPECTION:** 9 January 2020

**ACCREDITATION COMMITTEE DECISION AND DATE:** 30 January 2020

## **PART A – INTRODUCTION**

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

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International Institute of Management and Technical Studies (IIMT/the Provider) is a private limited company owned by two directors with a third director involved in relation to the London operation. IIMT has its corporate office in Ahmedabad, India and has now set up its company in the United Kingdom (UK) with an office in London. The London office premises are the subject of this inspection. They were established on 31 October 2018 and the first course was run at the premises in June 2019. The Provider offers predominantly online accredited and non-accredited certificate and diploma, professional graduate and post graduate courses in a range of engineering, business management and health, safety and environment subject areas.

The organisation is based in a managed office block in the centre of London near Liverpool Street Station. The Provider has a permanent administration office on the third floor and can hire training rooms and other office and meeting rooms in the same building as required.

The aim of the Provider, through its London office, is to offer flexible online courses for working professionals who wish to upgrade their qualifications, knowledge and skills.

Two of the three directors will have a direct role in the London operation. One of the Directors is based in India and will have responsibility for the overall strategic development of the London operation. The second director will be based in London. He will be responsible for the day-to-day operation of IIMT in London and in particular for statutory compliance, financial oversight and for the day-to-day management, including staff recruitment and performance management. He will be supported by the Principal of IIMT in India who, in London, will be responsible for learner support and the delivery of the courses. He will be based in India and will travel to London to carry out his responsibilities as required.

In the longer term, the Provider may appoint a second member of staff to carry out this role who will be based in London. In addition, there are other members of staff responsible for administration, bookkeeping, sales, marketing and customer support.

There is also a London advisory board. The members of this board include academic specialists. The role of the board is to advise the Provider regarding the appropriate processes and product range for IIMT in the UK.

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

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In London and similar to India, the Provider is offering a range of online accredited and non-accredited programmes and face-to-face learning. The online courses are delivered via real time lectures which are recorded. Learners are provided with learning materials and lecture notes available on the portal. The face-to-face learning is designed to enhance and support learners who are studying online programmes. Learners in the UK will also be able to attend the online live streamed sessions face to face if they wish at the Provider's premises.

The Provider works with a range of awarding bodies for accreditation. This provision includes online certificates and diplomas in a range of engineering, health, safety and environment, business, supply chain management, sales, marketing, financial and human resource management subjects. The engineering subjects include oil and gas engineering, automobile engineering and chemical information technology, computer science, metallurgy, mechatronics and civil engineering. Online Level 1 and 2 engineering courses are accredited by the Institute of Engineers, Ahmedabad. The Confederation of Indian Industries also accredits courses in logistics management at Level 1 and 2. As yet there are no students enrolled on these courses in London.

The Provider has an agreement with the University of Baroda, India to offer accredited programmes in management and industrial relations, at Levels 1 and 2. These programmes lead to a joint certificate between the Provider and the university.

In addition, an agreement has been signed with Gujarat University in May 2019 to launch a joint certification programme consisting of online courses in Personal Competency Enhancement. Gujarat University has approved the IIMT's curriculum that aims to develop the learners' management and leadership skills. So far, three modules have been approved covering a range of areas such as communication, time management, team working and delegation. IIMT will be responsible for the programme delivery and assessment. There are 14 learners currently booked on this programme in London.

The offering in London also includes standalone face-to-face non-accredited training courses that are not linked to the online programmes. On 21, 22 and 28 January, IIMT is offering a short certification programme for eight learners. The programme is made up of three days of training in strategic management. This will lead to a certificate of attendance. Of the eight learners, all are male and they are based in India, Dubai, Qatar and Kuwait.

At the time of Inspection, there was one full-time tutor and three freelance tutors to run the courses. There was a total of 54 part-time learners enrolled on the online courses. The vast majority were male and all were based in India. The total capacity for the organisation in London is 700 enrolments for the year of 2020. This is determined by the number of tutors and the agreed allocated teaching hours for each tutor. All learners are over the age of 18.

Learners will be enrolled on courses on a continuous enrolment basis. Entry requirements vary according to the specific programme and the identity of the accrediting body.

### **3. Inspection process**

The inspection was carried out by one inspector over half a day. The inspector had a meeting with the Director responsible for the overall strategic development of the London operation and the Principal of IIMT in India who, in London, will be responsible for learner support and the delivery of the courses. The inspector also undertook a tour of the premises with a representative of the management company for the building and scrutinised documentation relating to health and safety.

### **4. Background to the supplementary inspection**

IIMT has made the strategic decision to run programmes in the UK and, for this purpose, has opened an office in London. This decision has been made because education in the UK is regarded by the Provider as representing a benchmark for global educational standards. It is planned to use the London location to expand the Provider's learner base both geographically and to reach out to more working professionals and help them to progress their career plans.

IIMT plans to run the sales, marketing and accounting functions from the London office as well as learner services and course delivery for the learners enrolled through the UK office. Part of the learning delivery will be carried out with the help of IIMT's India office. The Provider plans to expand its operations from London to other European countries and to Russia and also to expand the number of staff involved in a phased manner over 2020. As the London operation is effectively a new start-up, the management and staff structure and course provision are under development and likely to change in the short to medium term.

### **5. Inspection history**

<b>Inspection Type</b>	<b>Date</b>
Full Accreditation	16-19 September 2019

## 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. Compliance with BAC accreditation requirements

#### 1.1 Premises and Facilities

The numbers below refer to the relevant standards as presented in the ODBL scheme document and main full inspection report under inspection area face-to-face component

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

- |      |  |   |                             |  |
|------|--|---|-----------------------------|--|
| 19.1 | The provider has secure tenure on its premises.  | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> NA            |
| 19.2 | Where required, the provider has access to suitable external premises for academic or non-academic purposes of a temporary or occasional nature. | <input type="checkbox"/> Yes            | <input type="checkbox"/> No | <input checked="" type="checkbox"/> NA |

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

#### Comments

The permanent administration office is hired under an agreement with the managed office provider until May 2020. The agreement can be renewed annually thereafter.

There are sufficient rooms available in the current building and there is no need to hire any external premises.

#### 20. The premises provide a safe, secure and clean environment for learners and staff

- |      |  |   |                             |  |
|------|--|---|-----------------------------|--|
| 20.1 | Access to the premises is appropriately restricted and secured.  | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |  |
| 20.2 | The premises are maintained in an adequate state of repair, decoration and cleanliness.  | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |  |
| 20.3 | There are specific safety rules in areas of particular hazard (e.g. science laboratories), made readily available to learners, staff and visitors. | <input type="checkbox"/> Yes            | <input type="checkbox"/> No | <input checked="" type="checkbox"/> NA |
| 20.4 | General guidance on health and safety is made available to learners, staff and visitors.   | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |  |
| 20.5 | There is adequate signage inside and outside of the premises and notice boards for the display of general information.                             | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |  |
| 20.6 | There is adequate circulation space for the number of learners and staff accommodated, and a suitable area in which to receive visitors.           | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |  |
| 20.7 | There are toilet facilities of an appropriate number and level of cleanliness.   | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |  |
| 20.8 | There is adequate heating and ventilation in all rooms.  | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |  |

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

#### Comments

Access to the premises is appropriately restricted and secured. There is a reception desk on the ground floor where all visitors sign in and are provided with an electronic pass to enable them to circulate through the building.

The building and the rooms, including the Provider's administration office, are clean, well decorated and in a good state of repair. The lower ground floor is currently under refurbishment and was not, therefore, able to be inspected. The aim of the refurbishment is to provide an additional high-quality area for activities such as meetings and training sessions.

General health and safety information is provided and is accessible to learners, staff and visitors. There is a detailed building-wide health and safety policy provided to all clients and their staff and there is appropriate signage regarding escape routes and emergency evacuation procedures. Learners attending face-to-face classes at the premises receive detailed and relevant information about health and safety and keeping themselves safe as part of the lesson induction. Visitors have access to appropriate information by means of the signage although no specific information is provided to visitors on arrival.

There is no specific signage inside or outside the building relating to the specific location of the Provider's office or the training rooms. However, anyone visiting the Provider is directed to the Provider's office by the reception staff. General information is displayed on noticeboards in the lobby of the building.

There are appropriate toilet facilities on each floor. The facilities include provision for disabled visitors. There is adequate heating and ventilation in all rooms.

**21. Training rooms and other learning areas are appropriate for the programmes offered**

- |      |  |   |   |
|------|--|---|---|
| 21.1 | Training rooms and other learning areas provide adequate accommodation in size and number for the classes allocated to them.   | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No                             |
| 21.2 | Training rooms and/or any specialised learning areas (e.g. laboratories, workshops and studios) are equipped to a level which allows for the effective delivery of each programme. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No                             |
| 21.3 | There are facilities suitable for conducting the assessments required on each programme.   | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No <input type="checkbox"/> NA |

**This standard is judged to be:**  Met  Partially Met  Not Met  NA

**Comments**

There are good quality rooms available that are suitable for running both online and face-to-face tutoring sessions. These can accommodate up to ten people which is appropriate for the Provider currently. These training rooms are appropriately equipped.

The lower ground floor that is currently under refurbishment will, when completed, have rooms that can accommodate larger numbers and can be set up in different styles, such as cabaret style, to maximise the learner interaction. They will also be better equipped, with projectors as well as screens. This space on the lower ground floor will be available from April 2020.

**22. There are appropriate additional facilities for learners and staff**

- |      |   |   |                             |                             |
|------|---|---|-----------------------------|-----------------------------|
| 22.1 | Learners have access to sufficient space and suitable facilities for private study, including library and IT resources.   | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> NA |
| 22.2 | Tutors have access to sufficient personal space for preparing lessons, marking work and relaxation.   | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> NA |
| 22.3 | There are individual offices or rooms in which academic staff and senior management can hold private meetings and a room of sufficient size to hold staff meetings. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |                             |

**This standard is judged to be:**  Met  Partially Met  Not Met

**Comments**

There are sufficient rooms and breakout areas that can be hired or used as required to accommodate learners who want to carry out any private study. There is also good wireless connectivity to enable access to the internet and other electronic resources.

Tutors can also make use of the same resources as the learners, in addition to the Provider's administrative office, if they need to prepare any material or carry out other work.

Academic and other staff have access to good rooms of different sizes that can be used for meetings, in addition to the administrative office. The administrative office is adequate in size and resources for the current small size of the staff. This will need to be reviewed if the Provider grows in size as planned.

The current breakout areas can be used by learners and staff to relax and consume food and drink. There are also tea and coffee making facilities in the meeting rooms and some kitchen areas. The refurbished lower ground floor will include more relaxation areas and a cafeteria.

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## 1.2 Compliance Declaration

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**Declaration of compliance has been signed and dated.**

Yes     No

**PART C – SUMMARY OF ACTION POINTS**

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**ACTIONS REQUIRED**

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None

High

Medium

Low

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

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The Provider is recommended to meet and greet all visitors and learners at the entrance to the building to ensure that they receive appropriate health and safety information from the start and can be accompanied to the appropriate room.

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**COMPLIANCE WITH STATUTORY REQUIREMENTS - FURTHER COMMENTS, IF APPLICABLE**

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