

BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

RANDOM SPOT CHECK INSPECTION (Short Course Provider)

PROVIDER: London Entrepreneurial School

ADDRESS: Daws Lane Business Centre
33-35 Daws Lane
Mill Hill
London
NW7 4SD

HEAD OF PROVIDER: Dr Stephen Donohoe

ACCREDITATION STATUS: Accredited

DATE OF INSPECTION: 26 November 2019

ACCREDITATION COMMITTEE DECISION AND DATE: Continued accreditation 26 March 2020

PART A – INTRODUCTION

1. Background to the provider

London Entrepreneurial School (LES/the Provider) was founded in 2014 and is a privately-owned limited company. The sole proprietor is the Principal, who is the head of the organisation. The Provider offers face-to-face and e-learning courses for individuals and groups of participants with a current focus on women entrepreneurs.

The unaccredited courses are designed to support entrepreneurs to develop their businesses and LES seeks to contribute to the intellectual, economic and social development of communities across the globe. The aim of the courses is to empower individuals, business leaders and chief executive officers.

All aspects of the provision, including business management, marketing and partnership development, curriculum design and administrative management as well as some of the training delivery, are undertaken by the Principal. The Principal is supported by part-time and freelance staff who cover aspects of the administration functions in accordance with the needs of the business. The Principal is further supported by a part-time self-employed Head of Information Technology (IT). Lecturers are also self-employed and contracted to deliver courses according to the subject and demand.

The LES's registered administrative office is located in north London in a leased office space in a business centre. Courses are delivered in leased premises in central London and can also be delivered at client venues.

2. Brief description of the current provision

LES has developed a range of courses and modules that are tailored to individual and group requirements. Programmes and workshops are delivered as either online modules or face-to-face taught sessions. Most of the courses are developed by the Principal and are currently non-accredited.

LES offers courses to support all aspects of entrepreneurial business development, including supporting individual personal development and the underpinning business skills. The specific courses offered include one-day courses in business start-up, emotional and personal well-being and emotional intelligence and the entrepreneurial mindset. These courses are delivered face to face. There is an entrepreneurial course for women. This can be run over a week or up to a month and involves five lectures and five workshops and is delivered face to face.

In addition, the Provider runs a course on how to automate income including digital entrepreneurship. This runs over a month and is face to face. The Provider also runs a management course that lasts for a month and covers management skills to prepare the participants for working in and running a business. Finally, there is a developed emerging markets course that includes training trainers so that they can teach entrepreneurship to participants in developing countries, such as South Africa. This course is not yet being actively promoted as the Provider is looking for a locally based delivery partner. It is intended that the course will be delivered over three to six months on a blended learning basis.

The courses are generally run for groups of a minimum of five participants up to 20 participants and can be tailored regarding the content and length. The face-to-face courses can be supported by the online provision of information and discussions through online and mobile meeting platforms.

The courses are intended for international participants and can be delivered in the United Kingdom (UK) or internationally. The provision is intended to support participants with appropriate levels of education and/or business experience. This aspect is discussed as part of the interview process to ensure participants' suitability for their chosen course. All participants must be over 18 years of age.

The Provider has recently delivered a bespoke part-time six-month course in developing a low risk business model to two participants who want to become entrepreneurs. The course covers business and opportunity planning. One participant has completed the course and is now based in Barbados. The other is based in the Dominican Republic and is in the process of finishing the course through online methods. The two participants were originally studying together in the UK. No other courses were running at the time of this inspection and there are no courses with confirmed bookings planned at the present time.

3. Inspection process

The inspection was carried out by one inspector over half a day. Discussions took place with the Principal and various documentation was scrutinised.

4. Inspection history

Inspection Type	Date
Full Accreditation	15 & 18 September 2017
Interim	15 January 2019

PART B – JUDGEMENTS 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

The Provider has increasingly focused its provision on women entrepreneurs and is promoting this aspect actively as it sees an increasing demand from women, who want help and support in setting up their own businesses.

The Provider is in the process of developing a new website. The new website will provide participants with the option of undertaking courses completely online, using videoed lectures and exercises as well as weekly interaction with a lecturer using an online meeting platform. It is hoped to launch the new website in March 2020.

2. Response to actions points in last report

The Provider must set an annual timeframe for staff appraisals.

The Provider has developed a documented process that includes a formal annual appraisal in the autumn and informal appraisals in March and July to be completed by the end of those months. This represents a suitable approach to ensure regular performance reviews. There is also a presentation which is used to communicate the clear timelines to ensure appraisals are carried out regularly and according to the timetable.

3. Response to recommended areas for improvement in last report

It is recommended that the course review process is implemented for all courses and that managers evaluate the impact of the process on quality assurance.

There is now a feedback questionnaire on the website for participants to complete that will feed into the course review process. The feedback form includes a good mix of quantitative and qualitative questions to enable the effectiveness of the courses to be fully assessed and improvement targets to be set. The Provider also makes use of module reports although no such reports have been completed since the last inspection. As a result, the course review process has not yet been fully implemented and, therefore, it is not possible to evaluate the impact of the process on developing the quality of the Provider's provision.

It is recommended that managers evaluate the impact of small group work in classes to ensure there is a consistent approach to questioning in order to check the understanding of all participants.

Trainers have access to a useful guide that outlines best practice in the preparation of group activity. The guide includes a range of appropriate teaching strategies to ensure learning opportunities are optimised. There is a good template for recording observations of teaching. It includes appropriate criteria to elicit information relating to participant engagement and active learning. It does not include specific questions relating to the impact of small group work and this would form a useful addition to the form. There have been no opportunities to observe teaching sessions since the last inspection since the Principal has delivered all the courses himself.

It is recommended that the Provider puts in place an appropriate review procedure for the administrative policies to ensure their ongoing relevance and compliance.

There has been no response as yet to this recommendation.

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

The sole proprietor, who is also the Principal, is passionate and committed to helping the participants to become successful entrepreneurs. He has ambitious plans for the future direction of the business that build on the success of the programmes he has been running in entrepreneurial business development. He is very well qualified and very knowledgeable about his subject areas and has developed a clear mission and vision statement to support his marketing activity.

The Principal has taken appropriate steps to improve the staff performance appraisal process. He has provided guidance regarding best practice and giving performance feedback. The guidance is clear and comprehensive and makes it clear what constitutes a constructive appraisal.

The appraisal system is supported by an appropriate template where the outcomes of the appraisal meeting are recorded. The template allows for a record to be maintained of the staff member's and the appraiser's views on how the staff member has met their objectives. It would benefit from including space to record a general discussion about the staff member's performance. It is made clear that the appraisal review forms the basis for a future development plan but does not include a record of this plan to ensure that appropriate development takes place. Appraisals are carried out annually, with informal feedback provided between appraisals. The system provides an effective way of keeping staff on track and ensuring high levels of performance.

As part of the registration process, prospective participants complete a detailed application form in order to capture the relevant information to ensure that the chosen course will meet the participants' needs. There is no question to elicit information about any special educational needs or disabilities so that appropriate additional support can be made available.

4.2 Teaching, Learning and Assessment (spot check)

The standards are judged to be:

Met Partially Met Not Met

Comments

The courses are designed by the Principal and make use of good intended learning outcomes and current materials, including relevant newspaper articles. The activities that form part of the course include walks around places in London to identify opportunities for business startups. The Principal accompanies the participants so that they can talk about the opportunities and present their ideas and get feedback. This represents an effective method of engaging the participants and encouraging relevant discussion.

At the current time, the Principal delivers the courses. If required, he uses two or three key trainers who he knows well who assist with the delivery. This ensures a high level of consistency in approach.

Tutors use course reports to report on the participants' performance on the course and to highlight any areas to improve. As a result, the participants receive development feedback to help them improve.

4.3 Participant Welfare (spot check)

The standards are judged to be:

Met Partially Met Not Met

Comments

The Principal is fully involved in the day-to-day running of the Provider and has a good focus on the well-being of his participants. He will arrange to pick up international participants from the airport and facilitate any other required welfare support.

Participants receive appropriate information before and on arrival at the Provider. Useful information is provided in a participant handbook and through the induction process. The information provided includes an appropriate equal opportunities statement and reference to BAC's complaints procedure. There is also an anti-harassment and bullying policy.

There is also a suitable policy dealing with preventing radicalisation and extremism that includes useful information about the risk factors. However, there is no risk assessment and the staff have not undertaken any training.

4.4 Premises and Facilities (spot check)

The standards are judged to be: Met Partially Met Not Met

Comments

The Provider's administrative office is in a serviced office complex in a good location with excellent rail links. The premises are fit for purpose and include good meeting rooms that can be hired as required.

Access to the premises is appropriately secured with a reception area and a door buzzer. There are good facilities, including clean toilet facilities and two pleasant kitchen areas which can be used for relaxation.

4.5 Compliance Declaration

Declaration of compliance has been signed and dated. Yes No

PART C – SUMMARY OF ACTION POINTS

ACTIONS REQUIRED

The Provider must undertake a risk assessment and arrange for the staff to be trained in order to prevent radicalisation and extremism.

High Medium Low

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

It is recommended that a comprehensive course review process is implemented for the bespoke part-time six-month course that has recently been run.

It is recommended that suitable opportunities are taken to evaluate the impact of small group work in classes, using the teaching observation record, to ensure there is a consistent approach to questioning in order to check the understanding of all participants.

It is recommended that the Provider puts in place an appropriate review procedure for the administrative policies to ensure their ongoing relevance and compliance.

It is recommended that the appraisal template includes space to record the outcomes of a general discussion about the staff member's performance as well as a future development plan.

The Provider is recommended to include a question on the application form to elicit information about any special educational needs or disabilities so that appropriate additional support can be made available.

COMPLIANCE WITH STATUTORY REQUIREMENTS - FURTHER COMMENTS, IF APPLICABLE