



BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

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

PROVIDER: International Institute of Management and Technical Studies

ADDRESS: Havelock Hub
14 Havelock Place
Harrow
HA1 1LJ

HEAD OF PROVIDER: Dr Atul Pandya

ACCREDITATION STATUS: Accredited

DATE OF INSPECTION: 14 October 2020

ACCREDITATION COMMITTEE DECISION AND DATE: Continued accreditation, 26 November 2020

PART A – INTRODUCTION

1. Background to the provider

The International Institute of Management and Technical Studies (IIMTS/the Provider) is a private limited company owned by two Directors, with a third Director involved in relation to the London operation. The Provider offers predominantly online accredited and non-accredited certificate and diploma, professional graduate and postgraduate courses in a range of Engineering, Business Management and Health, Safety and Environment subject areas.

IIMTS 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. The original London office was established on 31 October 2018 and the first course was run at those premises in June 2019. From August 2020, the premises were moved to a new location in west London. IIMTS is now based in a managed office block where the Provider has permanent administration offices on the second 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 IIMTS in London and, in particular, for statutory compliance, financial oversight and the day-to-day management, including staff recruitment and performance management. The second Director will be supported by the Principal of IIMTS in India, and will be responsible in London for learner support and the delivery of the courses. The Principal will be based in India and will travel to London to carry out his responsibilities as required.

In addition, there are two full-time tutors and three freelance tutors to run the courses in London, as well as other members of staff responsible for administration, book-keeping, 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 IIMTS in the UK.

2. Brief description of the current provision

As in India, in London 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 that are 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 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, and 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 Level 2 Engineering courses are accredited by the Institute of Engineers, Ahmedabad. The Confederation of Indian Industries also accredits courses in Logistics Management at Levels 1 and 2. As yet, there are no students enrolled on these courses in London.

The offer in London also includes standalone, face-to-face non-accredited training courses that are not linked to the online programmes.

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 was 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 IIMTS's curriculum, which aims to develop 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. IIMTS will be responsible for the programme delivery and assessment. There are 14 learners currently booked on this programme in London.

In August 2020, IIMTS signed a memorandum of understanding with Desh Bhagat University in Punjab, India to offer industry-oriented certification programmes to the university's students.

IIMTS is also seeking to become an Office of Qualifications and Examinations Regulation (Ofqual) regulated awarding organisation.

At the time of this inspection, there were 134 part-time learners enrolled on the online courses. The vast majority were male and all were over the age of 18 and based in India and countries of the Gulf Cooperation Council. The total capacity for the Provider in London is 200 enrolments for the year 2020. This is determined by the number of tutors and the agreed allocated teaching hours for each tutor.

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 over half a day by one inspector. A virtual tour of the new premises was carried out with the Executive for Sales and Administration. Meetings were also held with the Chairman of IIMTS Limited UK as well as the Management Representative for IIMTS Limited UK, who is also the President of Human Resources and Strategic Affairs in IIMTS in India. A range of relevant documentation was scrutinised. The Provider's staff co-operated very well with the inspector throughout the inspection.

4. Background to the supplementary inspection

IIMTS made the decision to move premises because of some compliance issues with the owners of the previous premises and also because of the convenience of the new location for UK-based staff.

5. Inspection history

Inspection type	Date
Full Accreditation	16-19 September 2019
Supplementary	9 January 2020

PART B – JUDGEMENTS AND EVIDENCE

The following judgements 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 – face-to-face component (supplementary inspection)

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

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 checked="" type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> NA |

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

Comments

IIMTS signed an agreement at the end of July 2020 for the use of its office space in a managed office building. The agreement is renewable annually.

IIMTS also hires training rooms, as well as other office and meeting rooms in the same building as required.

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 type="checkbox"/> Yes | <input checked="" 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 secured. The building has an entrance gate, which is opened using a key fob that is also required to gain access to the building and each separate area in the building. There is also a reception desk where visitors sign in.

The premises are fit for purpose. They are well maintained, in a good state of repair and well decorated. As a result, they provide a good environment in which to work and study.

Good health and safety guidance is provided for learners, staff and visitors to keep them safe while on the premises. There is a health and safety manual at the reception desk. Good health and safety signage is clearly visible throughout the building, including a plan with clearly marked fire exits on each office door. There is a clearly identified assembly point.

20.5 Currently, there is no signage outside or inside the building to indicate the presence or location of the Provider's offices and training room within the building. This has been requested by IIMTS. In the meantime, a call is made from the reception to the Provider's staff if a visitor arrives, and a member of staff comes to reception to accompany the visitor to the Provider's office or training room. In addition, the website includes clear information about the location of the building so that visitors can find the building easily.

There is a lounge area on the ground floor where visitors can wait until they are collected. The Provider is able to display its own information if required in its dedicated offices and training rooms.

The toilet facilities are sufficient in number and are regularly cleaned. There is step-free access to the building and a disabled toilet on the ground floor. Other toilet facilities are available on each floor.

There is adequate heating and ventilation in all rooms. The rooms have windows and there are air-conditioning and heating units 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 type="checkbox"/> Yes | <input type="checkbox"/> No <input checked="" type="checkbox"/> NA |

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

Comments

The training room that is currently being used by the Provider is of a good size and seats 12 to 15 learners. This is suitable for the nature and size of the face-to-face classes that are offered.

The room is well furnished, with high-quality seats and a table. It is appropriately equipped with a television screen for the projection of training materials.

The room therefore provides a suitable environment for face-to-face, classroom-based and online training delivered by the Provider.

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 |
| 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 |
| 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 NA

Comments

IIMTS's learners do not normally need to undertake private study. However, there is good wireless access throughout the building and in the Provider's dedicated offices in the event that a learner should need to carry out any individual study or research.

Tutors and learners can use the lounge area on the ground floor for relaxation purposes. This area also has a cafeteria space. There are additional kitchen facilities on each floor where hot drinks can be prepared and

food reheated. Tutors can also make use of the Provider's dedicated offices and the offices on the ground floor for preparing lessons and doing any other work.

On the second floor of the building, the Provider has two suitably sized dedicated office spaces. One seats four staff members and the other seats two. Also, on the ground floor, there are two additional meeting rooms that can be hired as required and that seat six to eight people. As a result, there are individual offices in which tutors and staff can hold private meetings, and a room of sufficient size to hold staff meetings. Therefore, the Provider has suitable office premises from which it can effectively administer its programmes.

1.2 Compliance Declaration

Declaration of compliance has been signed and dated.

Yes No

PART C – SUMMARY OF ACTION POINTS

ACTIONS REQUIRED

20.5 IIMTS must ensure that there is adequate signage to show the location of its premises within the building.

High Medium Low

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

None

COMPLIANCE WITH STATUTORY REQUIREMENTS – FURTHER COMMENTS, IF APPLICABLE
