



## **BRITISH ACCREDITATION COUNCIL INSPECTION REPORT**

### **INTERIM INSPECTION (Short Course Provider)**

**PROVIDER:** The Management School London

**ADDRESS:** 42 Rye Hill Park  
London  
SE15 3JU

**HEAD OF PROVIDER:** Mr Michael Okereke

**ACCREDITATION STATUS:** Accredited

**DATE OF INSPECTION:** 23 February 2021

**ACCREDITATION COMMITTEE DECISION AND DATE:** Continued accreditation, 27 May 2021

## **PART A – INTRODUCTION**

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

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The Management School London (TMS/the Provider) is a privately owned company providing short, executive training courses in various aspects of management and leadership. Face-to-face courses are offered in London in the United Kingdom (UK) and in Dubai in the United Arab Emirates (UAE), as well as online courses. It is only the face-to-face UK operations that are accredited by BAC.

The Provider's registered office is in Croydon in London, and the courses take place in a central London hotel. The Provider was established in 2002 and formerly operated from an administration and training base in west London. The permanent base was relinquished in December 2016 and replaced by hotel-based courses.

The Provider aims to provide high-quality courses for executives at middle- to senior levels in companies, government agencies and other institutions.

TMS is owned by the current Chairman and founder. It is a limited company with three Directors in addition to the Chairman. All Directors are involved in different aspects of the running of the company. The Chairman lives in Nigeria and one Director is based in London. One director acts as Programme Director. The Directors are supported by a Programme Director.

The administration has been streamlined. Administrative functions for all the Provider's courses in the UK are now undertaken by a sister company in Nigeria, the Business Education Examinations Council (BEEC), which is also owned by the Chairman. The UK-based Director also continues to be engaged in administrative activities for all the courses offered. She works from her home in south London.

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

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TMS offers a wide range of face-to-face courses in Public Relations, Human Resources, Financial Management and other aspects of leadership and management. In addition, bespoke courses are offered to clients.

Courses last for four to ten days and are delivered by trainers from the UK and elsewhere, who work as independent contractors. Participants are awarded certificates of attendance upon successful completion of courses.

All courses are offered to adults only and the majority of the participants are senior professionals, mostly from Nigeria and other African countries. The majority of participants are male. The participants are usually sponsored by their companies and recruited through the Provider's long-term connections with agencies in Nigeria. The Provider has capacity for 30 participants.

Participants are enrolled onto the various courses on pre-arranged starting dates. There are no specific entry requirements.

At the time of this inspection there were no courses running or planned.

### **3. Inspection process**

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This was a half-day inspection conducted remotely by one inspector. Meetings were held with the Programme Director and two trainers. A wide range of documentation was scrutinised, including stakeholder feedback. Photographs of the premises were also inspected. The Programme Director was very well organised and provided all the relevant documentation on request in a timely fashion.

### **4. Inspection history**

<b>Inspection type</b>	<b>Date</b>
Interim	29 February 2012
Re-accreditation	5–6 August 2013
Interim	16 May 2016
Re-accreditation	17–18 October 2017

## **PART B – JUDGEMENTS AND EVIDENCE**

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*The following judgements and comments are based upon evidence seen by the inspector during the inspection and from documentation provided by the provider.*

### **1. Significant changes since the last inspection**

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TMS is currently running a virtual office, with its marketing and streamlined administration supported by the Business Education Examinations Council (BEEC).

### **2. Response to action points in last report**

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There were no action points identified in the last inspection report.

### **3. Response to recommended areas for improvement in last report**

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*It is recommended that the Provider updates certain procedures and other internal documents when staff are again engaged as employees.*

TMS has reviewed and updated a range of procedures and internal documents. The complaints policy has been reviewed and updated and now makes reference to the BAC complaints procedure. A policy guide to effective teaching has been produced. An anti-radicalisation policy has been put in place. These measures ensure that procedures and internal documents are current.

*The Provider is recommended to consider the length of teaching sessions, and the possibility of breaking up teaching into smaller sections, with more frequent, shorter breaks. This would enable delegates to maintain concentration during sessions more effectively.*

The length of teaching sessions has been shortened and the timetable allows for an additional short break. Each teaching session now lasts for 90 minutes. This will support participants in maintaining concentration during sessions.

*The Provider is recommended to consider the production of a short document setting out good and effective teaching practice relating to the Provider's particular delegate profile and based on the specific experience of the Provider's management and lecturers. This could enhance teaching quality further, particularly in meeting the specific interests and needs of the delegates.*

TMS has produced a policy guide for effective teaching related to the Provider's participant profiles and based on the specific experience of the management and lecturers. TMS emphasises a methodology that encourages participation through up-to-date course notes, presentations, discussions, debate, case studies and syndicate work. This guide enables teaching to meet the specific interests and needs of the participants.

*The Provider is recommended to consider whether it can provide refreshments and lunches closer to the taste of the delegates.*

TMS now asks participants for their dietary preferences during the booking process. TMS endeavours to satisfy these dietary needs during the courses using nearby restaurants.

### **4. Compliance with BAC accreditation requirements**

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#### **4.1 Management, Staffing and Administration (spot check)**

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**The standards are judged to be:**

Met

Partially Met

Not Met

**Comments**

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TMS is effectively managed. The director in charge of provision is highly qualified and experienced in his role. Channels of communication are clear and effective. The administration is outsourced to a sister organisation that provides appropriate administrative support. As a result, participants benefit from effectively run courses.

The publicity material, especially the website, is generally comprehensive, up to date and accurate. The BAC logo is misplaced in the online programme brochure and could lead to confusion about which provision is accredited. The brochure may give the impression that the virtual courses and the courses in Dubai are accredited by BAC.

The Provider takes excellent care to ensure that it recruits and enrolls suitable participants by liaising closely with sponsoring bodies. Consequently, courses meet the needs of participants.

The attendance policy is clear and disseminated to participants prior to and on their arrival. Participants are required to attend all sessions in order to obtain the attendance certificate. Accurate and secure records of attendance are kept. As a result, attendance rates are excellent.

TMS systematically seeks out stakeholder feedback. Participants evaluate whether the courses meet their needs, the appropriateness of the level, the resources, the learning environment and the speed of delivery. They also feed back regarding the performance of the trainers. This feedback informs planning, with the result that quality standards are continuously under review.

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#### 4.2 Teaching, Learning and Assessment (spot check)

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**The standards are judged to be:**

Met

Partially Met

Not Met

**Comments**

Academic management is effective. Courses are largely planned by the trainers, who are experts in their fields. Course content aligns closely with the requirements of the sponsoring bodies. All participant feedback judges the content of the courses to be either excellent or very good. The content of the courses closely meets the needs of the participants.

Teaching methods emphasise active learning, with debates and discussions around topical issues in the different fields so that participants become engaged in their learning. Participant feedback attests to the high standard of teaching.

The courses are well resourced. Case studies used in teaching are up to date. Presentations are appropriate.

The trainers are specialist, knowledgeable and professional, and draw on direct personal experience in their training delivery. As a result, participants are well informed about the latest developments in their fields and their needs are met. Consequently, course completion rates are excellent.

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#### 4.3 Participant Welfare (spot check)

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**The standards are judged to be:**

Met

Partially Met

Not Met

**Comments**

Participants are mature people, already successful in management, government or the military. They receive suitable pastoral support that is appropriate to their age, background and circumstances.

Initial guidance and joining instructions usefully outline accommodation options, transport and local communications. Upon arrival, participants undertake a brief health and safety induction so they are safe in the event of a fire or other emergency. Participants are given an out-of-hours emergency contact number and so have round-the-clock support should they require it.

A code of conduct emphasises the importance of non-discrimination and equal treatment.

TMS has undertaken an appropriate assessment regarding the risks associated with radicalisation and extremism. An anti-radicalisation policy is in place, which includes clear reporting procedures if any concerns are noted. Anti-radicalisation training is available for when TMS restarts its activities. As a consequence, participants are safe from the risks associated with radicalisation and extremism.

Participants apply for and are enrolled on courses by their companies or sponsors under fair and transparent terms and conditions.

A fair complaints policy is included in the code of conduct. The complaints policy includes provision for third-party arbitration should the need arise.

Participants are on short courses and there is little free time available for a social programme. TMS often arranges a tour of London to add a cultural dimension to the participants' stay. One group was also taken to the Houses of Parliament to meet with a Member of Parliament as an adjunct to their course. All risk assessments are carried out before outside visits are undertaken, so participants are safe at all times.

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#### 4.4 Premises and Facilities (spot check)

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**The standards are judged to be:**

Met     Partially Met     Not Met

**Comments**

The Provider uses hotel business facilities for its courses. The hotel is centrally located and is convenient for participants using public transport.

The hotel has its own security arrangements, with the result that staff and participants are safe.

The premises are maintained to a very high standard.

Appropriate guidance on health and safety is made available to participants during induction.

Training rooms are spacious, suitably furnished and well equipped, so participants and staff work in a conducive environment.

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#### 4.5 Compliance Declaration

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

Yes     No

**PART C – SUMMARY OF STRENGTHS AND ACTION POINTS**

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**STRENGTHS**

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TMS takes great care to ensure that it recruits suitable participants and meets their needs. Consequently, success rates are excellent.

Participants benefit from being taught by trainers who are experts in their field.

The teaching emphasises interaction, discussion and debate, so participants are fully engaged.

The courses are well resourced, with up-to-date case studies and appropriate presentations, so participants are well informed about the latest developments within their fields.

**ACTIONS REQUIRED**

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TMS must make sure that the use of the BAC logo makes it clear that only the face-to-face courses taking place in the UK are accredited by BAC.

High     Medium     Low

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

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None

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

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