



**EDUCATIONAL OVERSIGHT INSPECTION OF PRIVATE FURTHER
EDUCATION AND ENGLISH LANGUAGE COLLEGES**

EXTENDED MONITORING VISIT

LONDON BRIDGE BUSINESS ACADEMY

PREFACE

This inspection report follows the Framework for Educational Oversight Extended Monitoring Visits of private further education colleges and English language schools. The focus of the visit is to confirm that the quality standards reported at the last full inspection are being maintained.

The ISI is an approved Educational Oversight body authorised by the UK Border Agency to inspect privately funded further education colleges, including English language schools in England and Wales offering courses on the Qualifications and Credit Framework. It is designed to improve the quality of education on offer to international students through Tier 4 of the points based system for student visas.

ISI inspections are required to:

- Report on the extent to which colleges comply with the published Educational Oversight Standards for private colleges;
- Assess and report on the quality of educational outcomes and provision;
- Where applicable, make recommendations to colleges outside the scope of the Standards to support continued improvement of quality.

Inspection provides objective and reliable reports on the quality of colleges, and by placing reports in the public domain, makes this information available to students, Government and the wider community. Inspection takes account of the context of each individual college, and of how it evaluates its own performance and demonstrates its success.

The inspection of the college is from an educational perspective and provides limited inspection of other aspects, though inspectors will comment on any significant hazards or problems they encounter which have an adverse impact on students. The inspection does not include:

- (i) an exhaustive health and safety audit
- (ii) an in-depth examination of the structural condition of the college, its services or other physical features
- (iii) an investigation of the financial viability of the college or its accounting procedures
- (iv) an in-depth investigation of the college's compliance with employment law.

An extended monitoring visit is for those colleges found at the last inspection to have met or exceeded the quality Standards for Educational Oversight. Inspectors will make judgements on progress against any Action Points and Recommendations made at that time. The inspection will not examine all other Standards in detail but will sample to confirm that previous Standards have been maintained and that there are no contrary indicators to those quality judgements. Inspectors will also consider the impact of any material change reported since the last inspection.

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1. CONTEXT

- 1.1 London Bridge Business Academy is a private further and higher education college located in the heart of the City of London. It is a private company limited by guarantee and is governed by the three shareholders who own it. The college's mission is to develop careers. It aims to train people for the qualifications they need to become business professionals.
- 1.2 The college is accredited to deliver a variety of full and part-time professional programmes, including marketing, hospitality and tourism and business at levels 4 to 7 on the Qualifications and Credit Framework (QCF). All courses are externally examined and provide recognised qualifications on completion.
- 1.3 At the time of the monitoring visit there were 17 students. The majority of students are female and come from a wide range of countries including India, the United Kingdom, Nigeria and Japan. There were no students with special educational needs and/or disabilities (SEND).
- 1.4 This visit took the form of an extended monitoring visit due to a change of premises. Consequently, section four of the Framework concerning students' welfare, including health and safety will be examined in detail.
- 1.5 The college was first inspected on 14 to 16 February 2012 when it met all key Standards and the quality of education was found to meet expectations. The main action points and recommendations from that report are:
 - Develop teaching staff in techniques appropriate to a further education environment.
 - Ensure that quality assurance procedures focus more on improving the outcomes for the students.
 - Improve the quality of the marking of learners' written work, where necessary correcting their use of English.
 - Establish a formal complaints procedure that allows for independent adjudication where necessary.
 - Improve the quality of cleaning and tidying of common areas of the building.
 - Improve the effectiveness of the staff appraisal system.

2. SUMMARY OF FINDINGS

- 2.1 **The college exceeds expectations.** The previous inspection of 14 to 16 February 2012 was judged to meet expectations and the quality of education as judged at that time has been improved.
- 2.2 The quality of the curriculum, teaching and learners' achievements is excellent. The range of provision is highly effective in meeting the needs of the college's students. Comprehensive initial assessment ensures that students are placed on the right course for their ability, language skills and learning requirements. As a result, students make excellent progress and achievement is very high. Teaching is very good, and ensures that very high levels of progress are maintained. Clearly defined processes are in place to monitor students' progress, and data is systematically collated and effectively analysed to provide highly accurate management information.
- 2.3 Arrangements for welfare, health and safety are excellent. The college building, facilities and furniture are of a high quality. They are fit-for-purpose, well maintained and offer a comfortable environment which effectively supports learning. Comprehensive policies and procedures are in place, including those for first aid and fire, ensuring that students, staff and visitors are safe. Attendance is closely monitored and attendance and enrolment data is systematically recorded on the college's database. Procedures for reporting to the UK Border Agency (UKBA) are highly secure. Support for students is excellent, and has a positive impact on learning and the students' experience. Students are very well motivated, work well together and have excellent relationships with their teachers.
- 2.4 Governance, leadership and management are excellent. Comprehensive oversight is combined with a high level of financial support so that the welfare, health and safety of students are secure. Managers are highly effective in exercising their roles and responsibilities and monitoring the college's performance and its key policies thoroughly. Managers are active in identifying priorities for improvement. However, the college's self-evaluation report is under-developed. As a result, the college's key strengths and areas for development are not always evident. Appropriate quality assurance strategies have been introduced and continue to be implemented.

3. THE QUALITY OF CURRICULUM, TEACHING AND LEARNERS' ACHIEVEMENTS

- 3.1 The quality of curriculum, teaching and learners' achievements is excellent. All key Standards continue to be met.
- 3.2 The recommendations in this area from the last inspection report are:
- Develop teaching staff in techniques appropriate to a further education environment.
 - Improve the quality of the marking of learners' written work, where necessary correcting their use of English.
- 3.3 Good progress has been made against both recommendations. A wide range of methods and activities are effectively used to engage and keep the interest of students. Teachers regularly check students' learning and understanding to ensure that progress is high and that students are achieving their full potential. Students' work is comprehensively marked, with all necessary corrections in the use of English made.
- 3.4 Qualifications are in line with UKBA requirements and the courses offered are as detailed on the college website. The range of provision is highly effective in catering for the age, aptitudes, language capabilities and differing aspirations of the variety of students who attend the college. On arrival, initial assessment is very thorough. The process is highly accurate and ensures that students can make excellent progress. As a result, students are extremely satisfied with the provision offered and retention of students on their original programme is very high.
- 3.5 The quality of teaching is very good. It is highly effective in encouraging each student to achieve the highest possible standards by providing a supportive and challenging learning environment. Teaching is characterised by clear lesson objectives, excellent planning and high expectations of all students. Teachers use a wide variety of teaching methods to suit different learning styles and to foster interest. They have an excellent knowledge of their subjects and, by their enthusiasm, stimulate students' interest.
- 3.6 Students' progress is extremely well monitored and recorded throughout their programme of study. Assessment is regular and thorough; it identifies strengths and weaknesses in students' progress and highlights areas for improvement. Teachers make excellent use of the outcomes of students' regular assessment to inform their planning. The vast majority of students take responsibility for their own progress and attainment and report that they are extremely pleased with their progress. Success rates are excellent.

4. STUDENTS' WELFARE, INCLUDING HEALTH AND SAFETY

- 4.1 Students' welfare, including health and safety, is excellent. All key Standards continue to be met.
- 4.2 The recommendation in this area from the last inspection report is:
- Improve the quality of cleaning and tidying of common areas of the building.
- 4.3 Good progress has been made against this recommendation. All areas of the college building are very clean and tidy.
- 4.4 Arrangements for health, safety and security of the premises are excellent. The college has invested very well in new premises and the general condition of the building is excellent. Accommodation for students and staff is of a high standard and fit-for-purpose. Toilet facilities are adequate in number and are clean and well maintained. The premises provide a very safe and secure learning environment for staff and students.
- 4.5 Arrangements to ensure health and safety are well managed. Detailed risk assessments are completed and reviewed regularly. All necessary measures to reduce the risk of fire and other hazards have been taken, and staff are trained in the required fire prevention procedures. Fire drills are carried out regularly and accurate records maintained. There are adequate numbers of fire marshals and first aiders, as well as first-aid kits and accident books. Fire action notices are on display throughout the premises and the fire exits are well signed and free of obstructions. An appropriate disability policy is in place which provides for reasonable adjustments to be made where possible. Wheelchair users have no access to any part of the college.
- 4.6 Arrangements for student registration and attendance recording are excellent. Admission procedures are detailed and properly observed. A central register is accurately maintained and individual student files contain relevant information on admission details and academic records, as well as copies of student visas. Daily attendance is accurately recorded and closely monitored, with unexpected absence followed up on the same day. Communication between administrators and academic tutors is excellent and effectively identifies students who are late or who fail to show for specific sessions. Such instances are rare.
- 4.7 Management and administrative staff have a very clear understanding of UKBA requirements regarding the enrolment and attendance requirements for students, and adhere to these requirements rigorously. Accurate records of all these matters are recorded on the school's database and in students' individual files.
- 4.8 Clear policies and procedures are in place for the collection and refund of student fees and deposits. The policy is fair and applied consistently.

- 4.9 Student welfare is given a high priority and an effective system of tutorials, progress reviews and attendance reports ensures that individual students' personal and academic development is reviewed regularly. Replies to the pre-inspection questionnaire and meetings with students show that students feel the college is providing them with a safe and comfortable environment which effectively meets their learning needs.

5. THE EFFECTIVENESS OF GOVERNANCE, LEADERSHIP AND MANAGEMENT

- 5.1 The effectiveness of governance, leadership and management is excellent. All key Standards continue to be met.
- 5.2 The recommendations in this area from the last inspection report are:
- Ensure that quality assurance procedures focus more on improving the outcomes for the students.
 - Improve the effectiveness of the staff appraisal system.
 - Establish a formal complaints procedure that allows for independent adjudication where necessary.
- 5.3 Good progress has been made against each of the three recommendations. Co-ordination of the curriculum is good and ensures that consistently high standards of lesson planning are maintained. A well-developed system of lesson observations is in place. It has a clear focus on student activity and outcomes and is effectively linked to staff development and appraisal. An effective appraisal system is in operation for both teaching and non-teaching staff and results in improvements. The appropriate complaints procedure allows for independent adjudication where necessary.
- 5.4 The proprietors have been highly successful in establishing the college and have a clear oversight of its operation, strategic direction, management and financial needs. The focus of governance and leadership is forward looking, with a clear emphasis on supporting students and maintaining very high standards.
- 5.5 The college is very well managed. Management is highly successful in sharing the organisational vision and discharging responsibilities in accordance with the aims of the college. As a result, appropriate action is taken with regard to course development, maintenance of the college's premises and student welfare and accommodation. Self-evaluation is effective in identifying priorities for improvement. However, the identification of key strengths and areas for development receives insufficient focus.
- 5.6 Arrangements for quality assurance are very good. Academic progress is monitored carefully and data on performance and progress is used very systematically to track and evaluate performance; appropriate actions are initiated in a timely manner to bring about effective change.

6. ACTIONS AND RECOMMENDATIONS

The college has improved the good standards found at the last inspection.

Suggestions for further improvement

In order to improve the excellent quality provided, the college is advised to:

- Ensure that the focus of the self-evaluation plan is on the college's key strengths and areas for development.

INSPECTION EVIDENCE

The inspectors observed lessons, conducted formal interviews with students and examined samples of students' work. They held discussions with senior members of staff and with the proprietor, and attended registration sessions. The responses of staff and students to pre-inspection questionnaires were analysed, and the inspectors examined regulatory documentation made available by the college.

Inspectors

Dr Nigel Chambers	Lead Inspector
Mrs Margaret Arokiasamy	Team Inspector