



## BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

### RANDOM SPOT CHECK INSPECTION

**INSTITUTION:** Mountbatten Institute (Mountbatten Programmes Ltd)

**ADDRESS:** Michael House, 5<sup>th</sup> Floor  
35 – 37 Chiswell Street  
London  
EC1Y 4SE

**HEAD OF INSTITUTION:** Mr Gary Ball

**Type of accreditation:** Independent Higher Education

**Accreditation status:** Accredited

**Date of inspection:** 12 April 2016

**ACCREDITATION COMMITTEE DECISION AND DATE:** 14 July 2016

## **1. Background to the institution**

Mountbatten Institute (the Institute), a not-for-profit limited company, was founded in New York in 1984. It was named in honour of Earl Mountbatten of Burma who was involved in international education, particularly student exchange and international study. His elder daughter, Lady Patricia, the Countess Mountbatten of Burma, is the institute's Patron. The mission of the Institute is to foster international and cross cultural understanding through experiential education, practical training and residence abroad, and to provide opportunities for personal growth and professional development.

From the outset, the Institute offered work placements in the USA to students from the UK. Later, a reciprocal programme was started in London for students from the USA. In 1994 the Institute developed the Certificate in International Business Practice, which was validated by the University of Oxford Delegacy of Local Examinations (UODLE) and subsequently by the University of Cambridge Local Examinations Syndicate (UCLES). From 2003, the business studies curriculum of the certificate was integrated with two modules of the Cambridge International Diploma in Management offered by the University of Cambridge International Examinations (CIE). In 2007, the Institute developed an MBA in International Business Practice in conjunction with the American International College.

In 2008, a collaborative agreement was signed with St Mary's University Twickenham. The Postgraduate Certificate in International Business Practice and the MBA in International Business Practice are now validated by them. Mountbatten Institute has three regional offices located in London, New York and Bangkok, where the MBA students spend four months carrying out field research and finishing their dissertation.

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

The European regional office in London hosts and manages a 12 month paid training internship programme for US citizens and international students. Alongside their internships, the students study, on a part-time basis, either the Postgraduate Certificate in International Practice or the MBA Programme in International Practice, both of which are validated by St Mary's University Twickenham. The postgraduate certificate consists of three modules in managerial accounting and finance, organisational behaviour and leadership and global business. In addition to these subjects, students on the MBA programme study strategic management and business research methods and fieldwork. The MBA students also choose two electives from a choice of four subjects and complete four months of full-time field study and research in Bangkok where they also complete their dissertation. The provision also includes various extra-curricular activities including an off-site leadership and team-building weekend. A residential weekend programme on entrepreneurship and a career coaching event is also offered.

Since the Interim Inspection in 2014, the new MA course called Entrepreneurial Leadership in Global Business has been introduced in collaboration with the Centre for Work Related Studies, University of Chester. This degree is offered jointly with the university as an integrated study programme directly connected with the student's work programme.

## **3. Inspection process**

The inspection was conducted by a single inspector over a period of half a day. Discussions took place with the Managing Director, the new Director of Academic Studies and Student Welfare, the Manager of Systems and Technology and the Head of Sponsorship and Placement. In view of the unexpected nature of this inspection, the inspector was extremely well received and all documentation was readily to hand. Neither student accommodation nor the teaching venues, well away from the administration centre, were inspected.

#### **4. Inspection history**

**Full inspection:** 7, 10,12 and 15 April 2013

**Interim inspection:** 25 June 2014

**Random spot inspection:** 12 April 2016

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

During the last few months a new and experienced Head of Academic Studies encompassing student welfare has been appointed.

The aspect and control of second marking has now been introduced following discussion with the university awarding bodies.

Further support has been given to students through the use of the 24 hour, Nightline system. There is also additional psychological support available from a member of staff, a specialist doctor in psychology.

Since the interim inspection in 2014 the Institute has created a new partnership with the University of Chester to offer a Master's degree in 'Entrepreneurial Leadership in Global Business'. This course has started successfully and attracted twenty-one students in 2014 and a further twenty-nine in 2015.

The inspector was advised that most of the teaching is conducted at Monticello House in Russell Square, the 'Anglo-American Education centre'.

#### **6. Response to recommendations in last report**

*Include a full description of the performance appraisal process in the staff handbook so that the procedure and benefits are clear to all staff.*

The inspector was advised that this is in hand and will be incorporated in the revised staff handbook, soon to be published.

*Include a clear action plan and personal development plan with clear objectives as part of the staff appraisal documentation.*

The above issues are interrelated; the inspector was informed that the personal development plan and objectives concept is in the course of development and has not been overlooked.

*Extend the arrangement for teaching observations to include peer observation to share good practice and collate records centrally to facilitate monitoring.*

The new Head of Academic studies is re-addressing this issue and in discussion with the inspector it was suggested that classroom observation, similar to how BAC inspectors observe classroom teaching, might be a suitable approach.

## **7. Conclusion including any action points and/or recommendations**

It is acknowledged that there are still some problems over punctuality. The inspector was informed that new guidelines had been adopted with students being advised of their need to attend classes and ensure that their submissions are presented on time. This aspect needs to be looked into further during the next inspection.

There are still a few issues highlighted in the Interim report that need to be addressed before the next full inspection, however, there appears to be a strong willingness to ensure action points and recommendations are carried through.

It is understood that the Mountbatten Institute is highly regarded in the area of internment degree provision and it would appear that students achieve well in the business environment upon leaving the Institute. From discussion there seems to be a good rapport with the institutes partnership universities and most certainly the external academic examination report from St Mary's is excellent. The Institute continues to be well managed, as seen from samples taken of student feedback and in discussion with the management team.

One issue for the Institute is the current business climate tending to make the sponsorship of placements more difficult to achieve. To counter this the MD is considering seeking a wider sectorial group of companies and possibly looking towards the more mature start-up companies especially those in the technology field.

The Declaration of Compliance with Legal Statutory Requirements was signed.