



Bar Training 2024

Statistics on enrolment, results, and student progression by course provider

July 2024

Produced by the Bar Standards Board Research Team. If you would like this report in an alternative format, please contact the BSB Research Team at research@barstandardsboard.org.uk

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Introduction

About the Bar Standards Board

The Bar Standards Board (BSB) is the regulatory body for barristers in England and Wales. The work that we do is governed by the Legal Services Act 2007 (the Act) as well as a number of other statutes.

Our responsibilities include setting the education and training requirements for becoming a barrister in England and Wales.

About training to become a barrister in England and Wales

Those seeking to practise as a barrister in England and Wales are required to satisfy the requirements of three components of training:

- the academic component;
- the vocational component; and
- the pupillage or work-based learning component.

Completing all components should provide a prospective barrister with the knowledge and skills necessary to meet the requirements of the Professional Statement for Barristers. This describes the knowledge, skills and attributes that all barristers should have on "day one" of practice at the Bar.¹

To complete the academic component of training, a prospective barrister needs either a law degree, or a non-law degree and the Graduate Diploma in Law (GDL). The degree needs to be a minimum of a 2:2 (a lower second class degree).

The vocational component of training is provided via courses run by Authorised Education and Training Organisations (AETOs). AETOs are authorised by the BSB to deliver training for the Bar through one of four approved training pathways. The term 'AETO' does not include those who deliver only the academic component of training. The vocational component of training may be offered in a few different ways:

- a course in one part, which may be full-time over a year or part-time over a longer period;
- a course in two parts, which may involve face-to-face teaching for both parts or may involve self-study only for one of the parts; and
- a longer course which combines study of the subjects of the vocational component with an undergraduate degree in law.

Upon passing vocational training and satisfying the requirements of their Inn of Court, prospective barristers are eligible to be called to the Bar and to undertake the work-based learning component of training, pupillage.

Prospective barristers have five years following completion of vocational training in which to gain pupillage (although a waiver extending this period may be granted, and waivers for other parts of the training pathway may also be granted in some circumstances).²

¹ See <https://www.barstandardsboard.org.uk/training-qualification/the-professional-statement.html>

² Further information on training to become a barrister can be found on our website via <https://www.barstandardsboard.org.uk/training-qualification.html>

About this report

This report contains information on enrolment and results on vocational Bar training, and progression onto pupillage. It is principally aimed at providing prospective barristers with more information about the different AETOs at which they may be considering studying.

Further statistics on overall trends in Bar training costs, enrolment, results, and progression are published in a separate report available on our website [here](#). We also publish another publicly available report on Bar training which provides information on the strategic oversight of the operation and outcomes of Bar training.

The BSB does not regulate the grading schemes awarded by each AETO, and so the measures of student results given are those that are directly comparable across AETOs, with these being:

- The percentage of students that have passed all ten course modules as of December 2023
- The percentage of students who passed all ten modules on their course at the first attempt as of December 2023

The statistics in the report are given by first degree classification to acknowledge the fact that different AETOs have different student profiles. Statistics are only provided where there are more than 15 students in a respective group, as statistics on smaller cohorts may give an unrepresentative picture. In some circumstances, sites with the same parent AETO have been grouped together due to smaller numbers of students at these sites: This is the case for BPP Birmingham, Bristol, and Leeds, as well as ULaw Bristol, Leeds, Liverpool, Manchester, Newcastle and Nottingham.

Due to the issue of smaller numbers of students at some providers, in this report we have provided results for students enrolled during a two-year period, as well as results for the individual cohort of 2022/23 enrolled students.

Data sources

The data used for this report come principally from the data provided to the BSB by AETOs. Students on Bar training courses are also able to update details in their record directly through the MyBar portal. In addition, the data on pupillages come directly from information stored at the BSB on registered pupillages. The data in this report were compiled by staff of the Bar Standards Board.

Data protection and confidentiality

We take our responsibilities for data protection very seriously and have made every attempt to ensure that individual students cannot be identified from the data in this publication. We have adhered to the *Anonymisation: managing data protection risk* code of practice report from the Information Commissioner's Office (2012) and applied anonymisation techniques where appropriate.

Acknowledgements

We are grateful to the course providers for their cooperation in providing us with the data used in this report.

AETOs

The below table gives a breakdown of the different AETOs. As of June 2024, vocational training for the Bar courses have been authorised to run at 10 different AETOs, covering 21 different sites in total. A fact sheet on AETOs can also be downloaded from our website [here](#).

- Vocational training on the three step pathway consists of the course taken in one part.
- Vocational training on the four step pathway consists of the course taken in two parts.
- Many AETOs offer a top up to Bar training courses, to provide further specialist training, or a master's degree – the latter would enable access to a postgraduate master's loan.³

Table 1. Authorised Education and Training Organisations (AETOs)

AETO	AETO sites	Site Code	Courses Offered for 2024/25	Website
BPP	Birmingham, Bristol, Leeds, London, Manchester	BPP + site name	<ul style="list-style-type: none"> • 3 step-pathway full-time at all sites • Part-time offered at BPP London • LLM add on offered at all sites • Barrister training with professional legal studies provided 	https://www.bpp.com/
Cardiff University	-	CAR	<ul style="list-style-type: none"> • 3-step pathway full-time • LLM add on offered 	https://www.cardiff.ac.uk/
City Law School	-	CLS	<ul style="list-style-type: none"> • 3-step pathway full-time and part-time • LLM add on offered • Specialist add on offered 	https://www.city.ac.uk/
University of Hertfordshire	-	HERT	<ul style="list-style-type: none"> • 3-step pathway full-time • LLM add on offered 	https://www.herts.ac.uk/
The Inns of Court College of Advocacy	-	ICCA	<ul style="list-style-type: none"> • 4-step pathway 	https://www.icca.ac.uk/
Manchester Metropolitan University	-	MMU	<ul style="list-style-type: none"> • 3-step pathway full-time, part-time, and flexible study • LLM add on offered 	https://www.mmu.ac.uk/
Nottingham Law School	-	NTU	<ul style="list-style-type: none"> • 3-step pathway full-time • LLM add on offered 	https://www.ntu.ac.uk/
The University of Law	Birmingham, Bristol, Leeds, Liverpool, London, Manchester, Newcastle, Nottingham	ULaw + site name	<ul style="list-style-type: none"> • 3 step-pathway full-time at all sites, and part-time offered at Birmingham, Leeds, and London sites. • LLM add on offered at all sites 	https://www.law.ac.uk/
University of Northumbria	-	UNN	<ul style="list-style-type: none"> • 3-step pathway full-time and part time • 4-step pathway • LLM add on offered • Also offered as part of undergraduate degree 	https://www.northumbria.ac.uk/
University of the West of England	-	UWE	<ul style="list-style-type: none"> • 3-step pathway full-time • LLM add on offered 	https://www.uwe.ac.uk/

³ See <https://www.gov.uk/masters-loan>

Cost of Bar Training courses

Table 2 below shows the cost of training for the Bar. Details have been taken from the website of each AETO.

Table 2. Cost of Bar training for – AETO websites checked June 2024 – inclusive of BSB fee

Provider	Domicile	3-step pathway	4-step pathway		Integrated academic and vocational pathway
		Bar training	Bar training (part 1)	Bar training (part 2)	
BPP London (24/25 entry)	Overseas	£17,900			
	UK	£16,700			
BPP Non-London (24/25 entry)	Overseas	£16,700			
	UK	£15,500			
CAR (2024 entry)	Overseas	£22,700			
	UK	£18,950			
CLS (24/25 entry)	All	£17,090			
HER (24/25 entry)	All	£12,640			
ICCA (24/25 entry)	All	£15,735	£3,934	£11,801	
MMU (24/25 entry)	Overseas	£18,500			
	UK	£14,500			
NTU (2024 entry)	All	£12,650			
ULaw London (24/25 entry)	All	£16,450			
ULaw Non-London (not inc. Newcastle and Nottingham) (24/25 entry)	All	£14,900			
ULaw Newcastle (24/25 entry)	All	£12,900			
ULaw Nottingham (24/25 entry)	All	£13,900			
UNN (24/25 entry)	All	£12,300	£3,075	£9,225	Undergraduate tuition fees
UWE (24/25 entry)	All	£13,750			

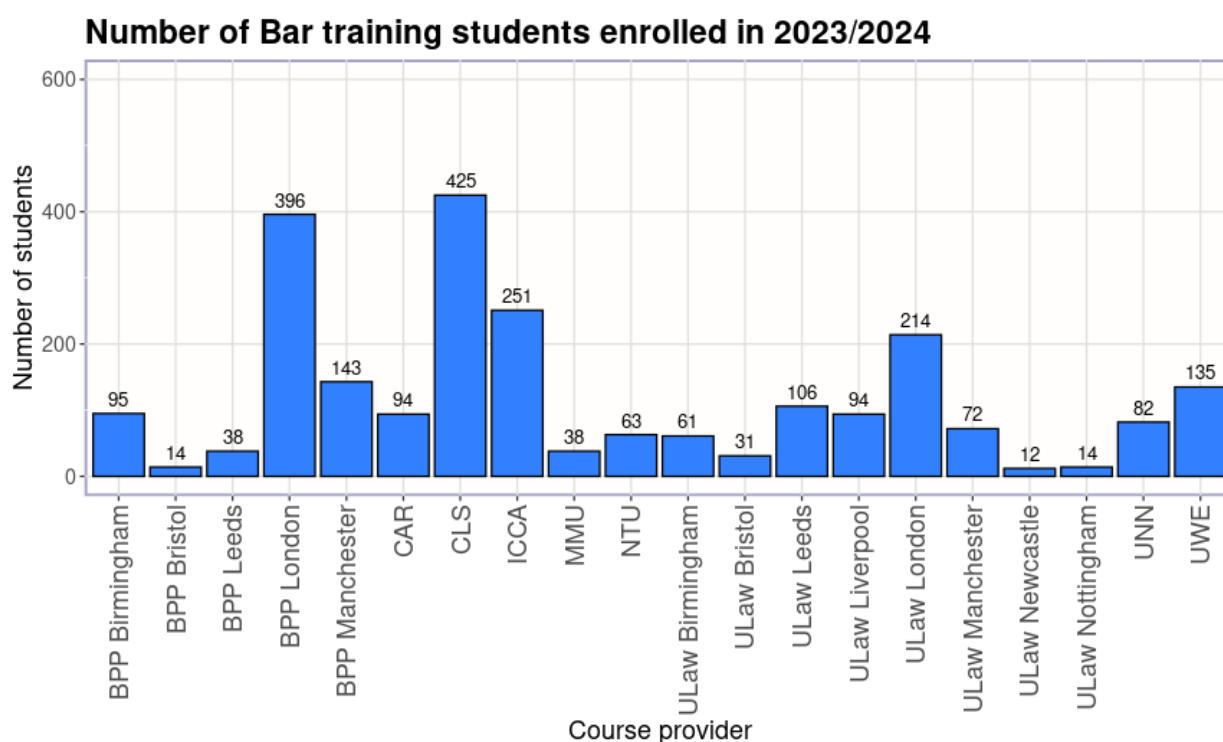
* The cost for an add on to make the Bar training course a master's level qualification varies by AETO. For further information, see the respective AETO website.

The inflation adjusted cost of the course dropped at most AETOs following the implementation of the new courses that followed on from the previous Bar Professional Training Course (BPTC) (those starting from 2020/21 onwards).

Enrolments by provider

The below chart shows the number of those who enrolled on Bar Training courses by AETO between July 2023 and June 2024. There were 2,378 students who enrolled during this period across all AETOs, up from 2,234 for July 2022 to June 2023, 2,180 for July 2021 to June 2022, and 2,120 from July 2020 to June 2021.

Chart 1. Enrolments by AETO in latest cohort



The table below gives the proportion of the 2023/24 cohort at each AETO by study mode. The percentage of full time students overall (94%) shows a 1 percentage point increase compared to those enrolled in 2022/23, and a 3 percentage point increase compared to those enrolled in 2021/22.

Table 3. Study mode of those enrolling between July 2023 and June 2024 at each AETO

AETO	Full time	Part time
Overall - Count	2226	152
Overall - %	94%	6%
BPP London	90%	10%
CLS	94%	6%
MMU	61%	39%
ULaw Birmingham	82%	18%
ULaw Leeds	83%	17%
ULaw London	82%	18%
UNN	93%	7%

All other providers had full time students only

Information on the demographic profile enrolling at each AETO can be found in the appendices.

Student results by provider

The charts and tables in this section relate to student results at different AETOs. As there are different course offerings, and AETOs may have different awards for those undertaking study at their institution, the information below only contains comparisons between AETOs on overall measures that are valid across all of them, and statistics are only given where there are 15 or more students in a relevant group.

Students included in these tables are those that enrolled between July 2022 and October 2022 only.⁴

Pass rates by degree classification – full time students - Students enrolled between July 2022 and October 2022 only

Table 4. Percentage of students that had passed all 10 modules as of latest attempt before 31 December 2023, by AETO and degree classification

AETO (grouped for some due to small numbers)	First class		Upper second class		Lower second class	
	Count	Pass Rate	Count	Pass Rate	Count	Pass Rate
Overall (all students)	393	90.8%	722	72.0%	251	37.5%
BPP London	31	87.1%	77	61.0%	80	23.8%
BPP Manchester	20	85.0%	36	72.2%	21	28.6%
BPP Other sites	-	-	25	60.0%	35	31.4%
CAR	26	100.0%	46	82.6%	-	-
CLS	126	92.1%	212	78.8%	21	57.1%
HER	-	-	-	-	-	-
ICCA	43	95.3%	-	-	-	-
MMU	-	-	-	-	-	-
NTU	-	-	26	61.5%	-	-
ULaw Birmingham	15	80.0%	32	68.8%	-	-
ULaw London	26	92.3%	64	78.1%	-	-
ULaw Other sites	50	92.0%	111	65.8%	-	-
UNN	-	-	34	85.3%	-	-
UWE	-	-	38	55.3%	57	54.4%

- The average for all students with the above degree classifications was 71.1%
- Students who have not yet passed may still go on to do so.
- The number of students at MMU is too small to represent in this table. Overall, 5 out of 7 students at MMU with a First class or 2:1 degree who enrolled between July 2022 and October 2022 that had sat all ten modules had passed the course as of 31 December 2023.

⁴ The reason for this is that students can enrol at multiple times throughout the year on the Bar training courses, and the proportion of students enrolling at different times throughout the year differs by AETO. If a student enrolled later in the 2021/22 year, then they would have had fewer sittings in which to complete the course as of the time of writing, and so pass rates would be expected to be lower for such students. This makes it more difficult to compare across providers and so a defined enrolment window is used to give more of a like for like comparison for this report.

- The number of students at Hertfordshire is too small to represent in this table. Overall, four out of seven students at Hertfordshire with a First class or 2:1 degree who enrolled between July 2021 and October 2022 that had sat all ten modules had passed the course as of 31 December 2023.

Pass rates in the above depend to some extent on receiving the most up to date data from the AETOs, and students having a chance to re-sit any modules they did not pass at the first attempt.

As the data used for the above analyses latest sits only (as of December 2023), the most up to date data will include students that have re-sat modules which they did not pass the first time around. The number of possible attempts at each module may not match up across training providers.

The table below displays the percentage of students at each AETO who passed all 10 modules at the **first attempt**.

Table 5. Percentage of students that passed all 10 modules at the first attempt by AETO and degree classification as of December 2023

AETO (grouped for some due to small numbers)	First class		Upper second class		Lower second class	
	Count	%	Count	%	Count	%
Overall (all students)	393	71.2%	722	47.6%	251	15.1%
BPP London	31	51.6%	77	37.7%	80	11.3%
BPP Manchester	20	75.0%	36	47.2%	21	14.3%
BPP Other sites	-	-	25	52.0%	35	8.6%
CAR	26	88.5%	46	58.7%	-	-
CLS	126	78.6%	212	58.0%	21	23.8%
HER	-	-	-	-	-	-
ICCA	43	88.4%	-	-	-	-
MMU	-	-	-	-	-	-
NTU	-	-	26	26.9%	-	-
ULaw Birmingham	15	46.7%	32	37.5%	-	-
ULaw London	26	65.4%	64	51.6%	-	-
ULaw Other sites	50	66.0%	111	35.1%	-	-
UNN	-	-	34	58.8%	-	-
UWE	-	-	38	28.9%	57	21.1%

- The average for all students with the above degree classifications was 48.5%.

Pass rates by degree classification – full time students - Students enrolled between July 2021 and October 2022 only

Students included in these tables are those that enrolled between July 2021 and October 2022, giving a bigger cohort, and greater validity for providers with fewer students. They represent an average for student results for most of those enrolled for the 2021-22 and 2022-23 academic years.⁵

Table 6. Percentage of students that had passed all 10 modules as of latest attempt before 31 December 2023, by AETO and degree classification

AETO (grouped for some due to small numbers)	First class		Upper second class		Lower second class	
	Count	Pass Rate	Count	Pass Rate	Count	Pass Rate
Overall (all students)	870	94%	1665	77%	560	52%
BPP Birmingham	-	-	43	63%	60	60%
BPP London	86	94%	240	73%	205	47%
BPP Manchester	51	88%	119	83%	25	28%
BPP Other sites	20	100%	37	89%	22	45%
CAR	43	100%	96	83%	17	82%
CLS	262	95%	395	82%	53	64%
HER	-	-	-	-	-	-
ICCA	89	98%	44	95%	-	-
MMU	-	-	-	-	-	-
NTU	21	81%	52	63%	16	25%
ULaw Birmingham	32	84%	75	71%	-	-
ULaw Leeds	17	94%	57	88%	-	-
ULaw Liverpool	18	83%	45	51%	-	-
ULaw London	97	94%	215	77%	23	61%
ULaw Manchester	28	100%	59	68%	-	-
ULaw Other sites	26	96%	41	83%	-	-
UNN	20	90%	59	80%	-	-
UWE	38	95%	75	64%	102	55%

- The average for all students with the above degree classifications was 77.2%
- Students who have not yet passed may still go on to do so.
- The number of students at MMU is too small to represent in this table. Overall, 12 out of 16 students at MMU with a First class or 2:1 degree who enrolled between July 2021 and October 2022 that had sat all ten modules had passed the course as of 31 December 2023.
- The number of students at Hertfordshire is too small to represent in this table. Overall, four out of seven students at Hertfordshire with a First class or 2:1 degree who enrolled between July 2021 and October 2022 that had sat all ten modules had passed the course as of 31 December 2023.

⁵ The figures in tables 6 and 7 are very similar to those calculated when using a simple average of the average for results of those enrolled in each academic year – this was checked, as the number of students enrolled in each year can differ by provider, and it was a concern that this differential weighting between years would affect the pass rates across two years by provider if pass rates were to differ by year (due to those enrolled in 2020-21 having a greater time to pass the course).

The table below displays the percentage of students enrolled between July 2021 and October 2022 at each AETO who passed all 10 modules at the first attempt.

Table 7. Percentage of students that passed all 10 modules at the *first* attempt by AETO and degree classification as of December 2023

AETO (grouped for some due to small numbers)	First class		Upper second class		Lower second class	
	Count	%	Count	%	Count	%
Overall (all students)	870	69%	1665	43%	560	13%
BPP Birmingham	-	-	43	33%	60	7%
BPP London	86	53%	240	28%	205	7%
BPP Manchester	51	55%	119	35%	25	12%
BPP Other sites	20	75%	37	46%	22	5%
CAR	43	84%	96	50%	17	29%
CLS	262	80%	395	57%	53	28%
HER	-	-	-	-	-	-
ICCA	89	83%	44	70%	-	-
MMU	-	-	-	-	-	-
NTU	21	71%	52	29%	16	13%
ULaw Birmingham	32	50%	75	33%	-	-
ULaw Leeds	17	71%	57	51%	-	-
ULaw Liverpool	18	67%	45	16%	-	-
ULaw London	97	64%	215	42%	23	22%
ULaw Manchester	28	39%	59	41%	-	-
ULaw Other sites	26	69%	41	54%	-	-
UNN	20	50%	59	44%	-	-
UWE	38	61%	75	39%	102	16%

- The average for all students with the above degree classifications was 45.0%.

Student Progression

This section provides information on progression onto pupillage following on from Bar training.

Those seeking to undertake pupillage in England and Wales are allowed up to five years in which they can gain pupillage following completion of the vocational component of Bar training; after this point, a waiver would be needed.

In cases where charts relate to students domiciled in the UK or overseas only, this refers to the region in which the student was domiciled prior to enrolment on the vocational component of Bar training.

Most of those domiciled in other countries prior to undertaking a vocational Bar training course do not appear to seek pupillage in England and Wales following completion of the course. For this reason, two of the charts in this section relate to data on those ordinarily domiciled in the UK only.

The charts below do not control for one important factor, which has been found to correlate with gaining pupillage, namely first-degree institution attended. A further exploration of overall trends in student progression is given in a separate annual report published by the BSB which summarises overall trends for those undertaking Bar training courses.⁶

Chart 2. Status of vocational training students by domicile, year of enrolment and first degree classification overall – as of June 2024

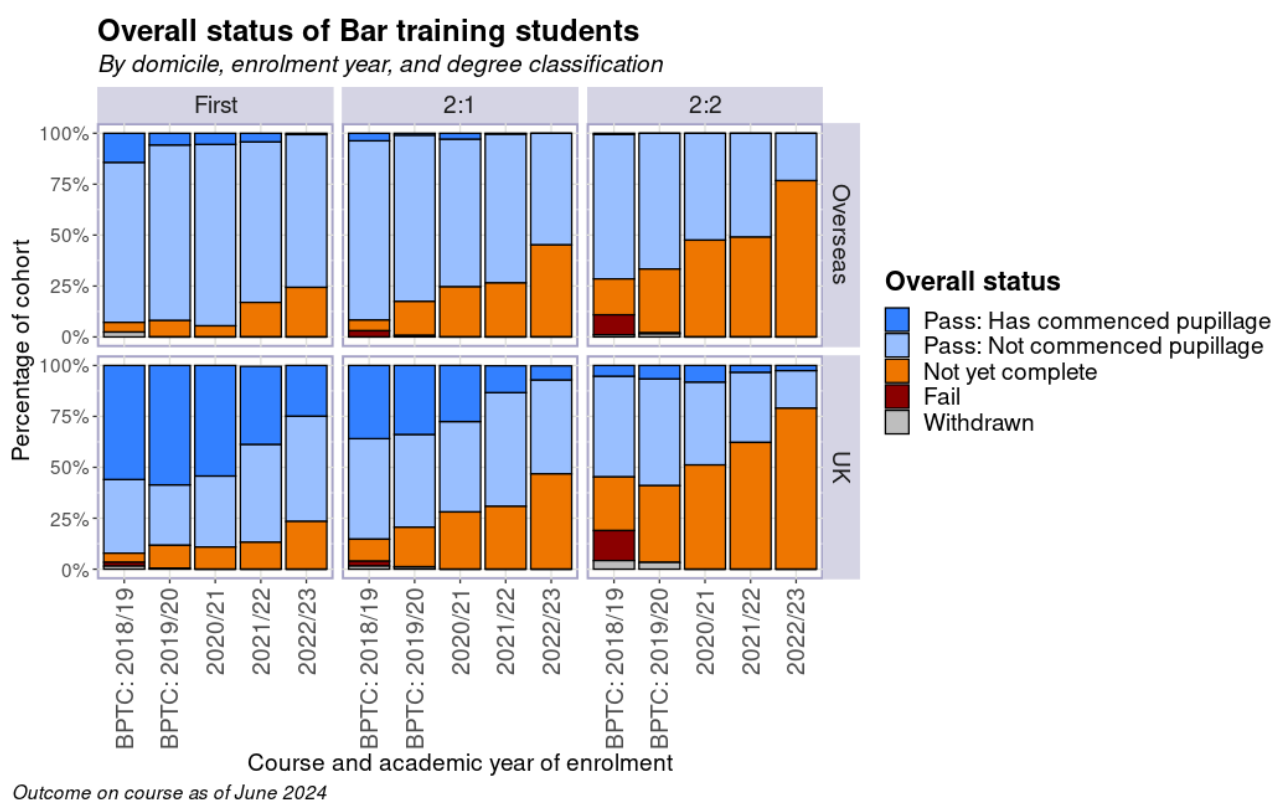


Chart 2 above shows the overall status (as of June 2024) **of all students** for whom we have results. At the time of writing, the latest results we have for BPTC students were collected in March 2021, and so many of those listed as having not yet completed the course may have completed it by now. “Not yet complete” means the student has either not taken all the assessments, not passed all the

⁶ Statistics on enrolment, results, and student progression overall, available [here](#)

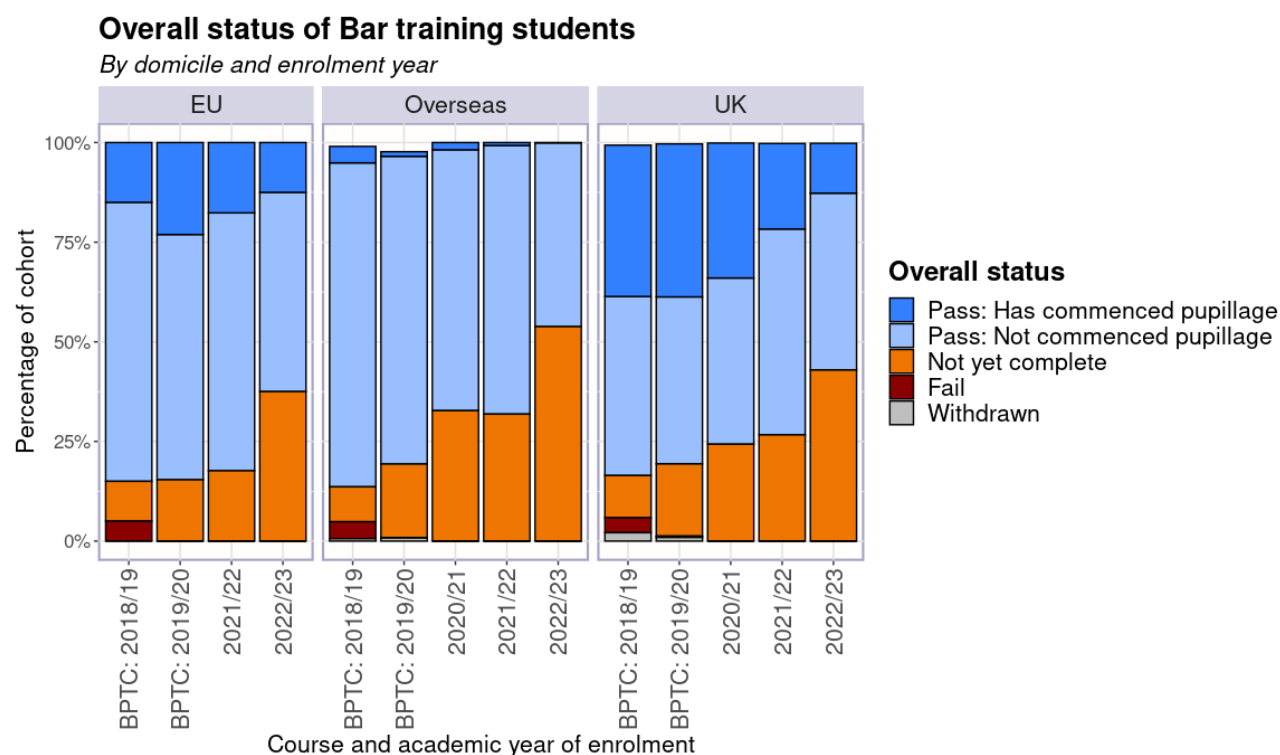
assessments, deferred one or more assessments to a future year, or been permitted to suspend their studies and resume at a specified point. Students who have withdrawn from the course have not completed all the assessments, and therefore have no overall grade.

The inclusion of part time students for 2022/23, will boost the proportion of those who have not completed the course, as we have not received data for these students at a point where they could have completed the course.

The difference between overseas and UK domiciled students in the proportion gaining pupillage following the course can clearly be seen. Otherwise, the proportions who failed and who were not yet complete on the course are broadly in line with each other by domicile.

The number of EU students in each cohort is generally quite small, and numbers are too few to provide reliable statistics on for each cohort when disaggregating by degree classification. Chart 3 below provides an overall picture across all degree classes and includes disaggregation for students domiciled in the EU prior to undertaking vocational training for the Bar. As can be seen, EU domiciled students go on to gain pupillage in higher proportions than students domiciled outside of the EU.

Chart 3. Status of vocational training students by domicile and year of enrolment as of June 2024



Outcome on course as of June 2024

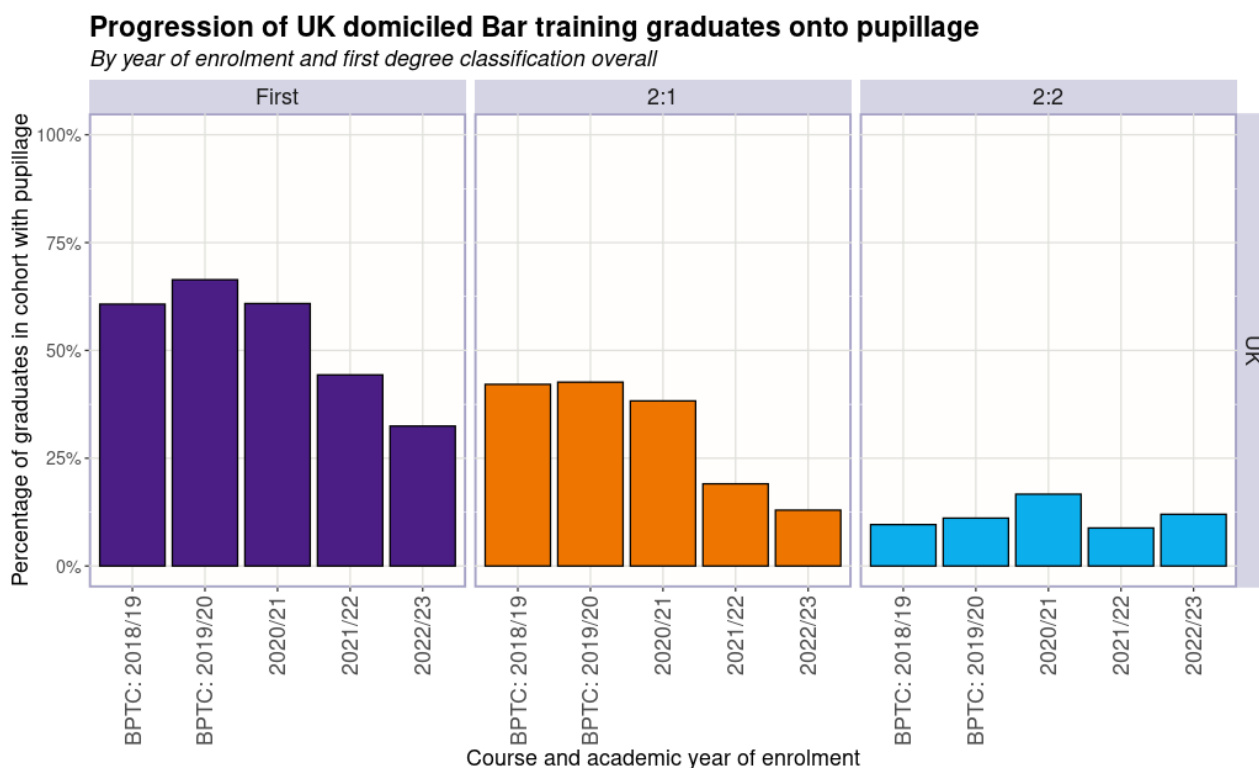
Chart does not include those the BSB does not have results data on. This is why some bars do not total 100%

The proportion of those who go on to gain pupillage has a strong relationship with their first degree classification. Chart 2 shows that a relatively low proportion of UK domiciled students with a 2:2 degree go on to gain pupillage, and a higher proportion take longer to finish vocational training than that seen for those with a 2:1 or First class degree, although most of those with a 2:2 degree class are likely to pass vocational training eventually.

This trend is also reflected in Chart 4 below, which gives the proportion of **UK domiciled students who have passed the vocational component** who have gone on to gain pupillage by first degree classification and year of enrolment. There is some relationship between time passed since passing

Bar training and the proportion of a cohort that has commenced pupillage – this is understandable given that those who pass training have five years in which to gain pupillage.

Chart 4. Progression of UK domiciled Bar training graduates onto pupillage by year of enrolment and first degree classification overall – as of June 2024



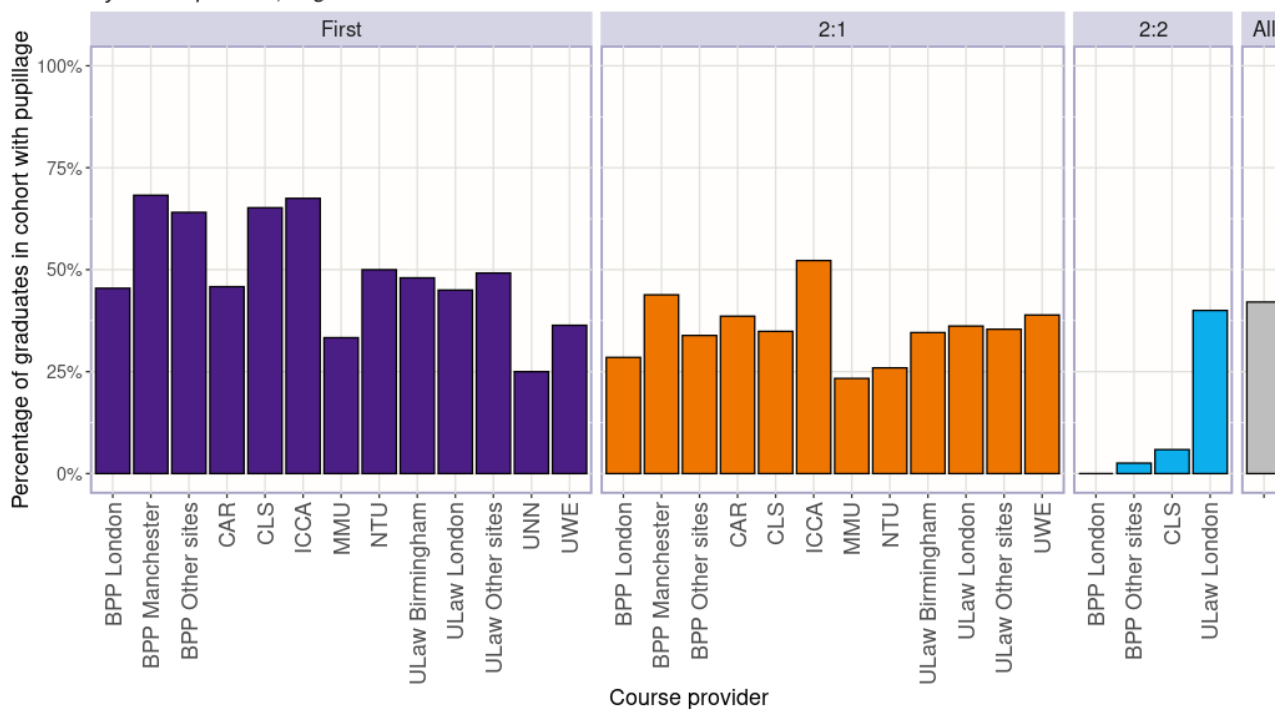
As of June 2024

Chart 5 represents the proportion of UK domiciled students who enrolled on a vocational Bar training course between 2018/19 and 2021/22 who have commenced pupillage, by AETO and degree class. The most recent cohort of 2022/23 have not been included, so as to give a better idea of the percentage of Bar training graduates gaining pupillage in the long run. Statistics are not provided where the number of graduates in a grouping was fewer than 15, which is why many degree class groupings for AETOs are missing from the below.

Chart 5. Progression of UK Bar training graduates onto pupillage by degree class and AETO – Those who enrolled between 2018/19 and 2021/22 – as of June 2024

Proportion of UK domiciled Bar training graduates who have commenced pupillage

By course provider, degree classification - all who enrolled from 2018/19-2021/22



As of June 2024

Appendices

Enrolments

Table AI. Student profile by AETO for those enrolling on Bar training courses for 2022/23 and 2023/24 enrolment years together

Demographic Group		BPP Birmingham	BPP Bristol	BPP Leeds	BPP London	BPP Manchester	CAR	CLS	HER	ICC A	MM U	NTU	ULa w Birmingham	ULa w Bristol	ULa w Leeds	ULa w Liverpool	ULa w London	ULa w Manchester	ULa w Newcastle	ULa w Nottingham	UN N	UW E	Total
Age	Under 25	77%	87%	76%	72%	80%	93%	82%	60%	66%	71%	74%	71%	80%	79%	90%	70%	87%	68%	63%	81%	75%	77%
	25-34	19%	9%	17%	19%	14%	3%	15%	27%	27%	16%	15%	19%	15%	13%	7%	20%	8%	21%	33%	13%	21%	17%
	35+	4%	4%	7%	8%	6%	3%	3%	13%	7%	13%	11%	10%	5%	8%	3%	10%	5%	11%	4%	7%	4%	6%
	Pref. not to say/No info.	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Disability	Declared disability	3%	4%	7%	8%	5%	3%	12%	13%	19%	21%	12%	19%	20%	13%	12%	20%	13%	21%	21%	11%	8%	11%
	No declared disability	81%	96%	93%	84%	81%	92%	75%	13%	76%	74%	21%	81%	80%	87%	88%	80%	87%	79%	79%	89%	86%	80%
	Pref. not to say/No info.	15%	0%	0%	9%	15%	4%	14%	73%	5%	6%	67%	0%	0%	0%	0%	0%	0%	0%	0%	0%	6%	9%
Domicile	Overseas	72%	52%	56%	54%	72%	74%	56%	76%	8%	15%	44%	24%	27%	42%	49%	31%	43%	26%	33%	63%	86%	50%
	UK	28%	48%	43%	46%	28%	26%	44%	14%	92%	82%	55%	76%	73%	58%	51%	69%	57%	74%	67%	37%	14%	50%
	Pref. not to say/No info.	0%	0%	1%	0%	0%	0%	0%	0%	0%	3%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Ethnicity	Asian/Asian British	60%	48%	51%	50%	58%	71%	61%	67%	18%	34%	51%	42%	35%	51%	53%	38%	56%	32%	33%	63%	77%	51%

BAR TRAINING 2024: STATISTICS BY COURSE PROVIDER

Demographic Group		BPP Birmingham	BPP Bristol	BPP Leeds	BPP London	BPP Manchester	CAR	CLS	HER	ICC A	MM U	NTU	ULa w Birmingham	ULa w Bristol	ULa w Leeds	ULa w Liverpool	ULa w London	ULa w Manchester	ULa w Newcastle	ULa w Nottingham	UN N	UW E	Total
	Black/Black British	8%	9%	4%	10%	4%	2%	4%	7%	5%	12%	8%	9%	0%	4%	1%	13%	5%	5%	17%	3%	3%	6%
	Mixed/Multiple Ethnic Groups	3%	0%	0%	4%	2%	3%	5%	0%	7%	6%	5%	4%	3%	5%	4%	7%	4%	0%	8%	5%	3%	4%
	Other	1%	0%	4%	3%	1%	1%	3%	0%	2%	1%	0%	2%	0%	2%	1%	3%	4%	0%	0%	1%	3%	2%
	White	8%	30%	21%	17%	13%	21%	24%	20%	63%	38%	33%	35%	58%	33%	40%	34%	30%	58%	38%	28%	7%	27%
	Pref. not to say/No info.	20%	13%	19%	16%	22%	2%	4%	7%	5%	9%	3%	8%	3%	4%	1%	4%	1%	5%	4%	1%	7%	8%
Gender	Female	51%	57%	64%	46%	52%	35%	55%	40%	59%	63%	64%	60%	68%	69%	64%	65%	61%	68%	46%	60%	43%	55%
	Male	45%	43%	31%	50%	46%	25%	43%	60%	40%	31%	36%	40%	32%	31%	35%	35%	39%	32%	54%	39%	57%	42%
	I use a different term	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Pref. not to say/No info.	3%	0%	4%	4%	3%	40%	1%	0%	1%	6%	0%	0%	0%	0%	1%	0%	0%	0%	0%	1%	0%	3%
Degree class	First Class	10%	4%	23%	13%	13%	28%	33%	29%	53%	28%	19%	31%	29%	30%	35%	30%	29%	53%	35%	32%	9%	25%
	Upper Second Class	34%	35%	33%	40%	43%	63%	60%	64%	46%	47%	54%	60%	69%	61%	63%	64%	68%	29%	52%	64%	35%	51%
	Lower Second Class	56%	61%	43%	47%	44%	9%	7%	7%	2%	25%	26%	9%	2%	9%	3%	6%	3%	18%	13%	4%	56%	23%
	Pref. not to say/No info.	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

Contacting us

We are committed to providing a high standard of service and dealing with everyone in a way that is fair, transparent, and proportionate. We welcome your feedback on our services, particularly where the level of service has exceeded or fallen below your expectations. Your comments and suggestions are important to us as they will help us to meet our obligations to you and to improve our performance.

Write to us

Bar Standards Board

289-293 High Holborn

London WC1V 7HZ

Tel: 020 7611 1444

contactus@barstandardsboard.org.uk

www.barstandardsboard.org.uk

Twitter/X: @barstandards

LinkedIn: www.linkedin.com/company/the-bar-standards-board