

Organisation name	Accent International, Torquay
Inspection date	30 August 2022
Current accreditation status	Accredited
Reason for spot check	Signalled: monitor effect of change

Recommendation

We recommend continued accreditation with a full re-inspection when students are enrolled.

Changes to the summary statement

The following changes need to be made to the summary statement: the addition of the date of this inspection and 'small', and deletion of 'general English for closed groups of adults (16+) and for students aged under 18'.

New summary statement

The British Council inspected and accredited Accent International Language Consultancy, Torquay in October 2017 and August 2022. The Accreditation Scheme assesses the standards of management, resources and premises, teaching, welfare, and care of under 18s and accredits organisations which meet the overall standard in each area inspected (see www.britishcouncil.org/education/accreditation for details).

This small private language school offers courses in professional English for adults (21+).

Strengths were noted in the areas of staff management, student administration, quality assurance, premises and facilities, academic staff profile, academic management, course design, learner management, teaching, and care of students.

The inspection report stated that the organisation met the standards of the Scheme.

Organisation profile

First inspection	1994
Last full inspection	2017
Subsequent spot check(s) (if applicable)	N/a
Subsequent supplementary check(s) (if applicable)	N/a
Subsequent interim visit(s) (if applicable)	N/a
Other related non-accredited activities (in brief) at this centre	N/a
Other related accredited schools/centres/affiliates	International House, Torquay
Other related non-accredited schools/centres/affiliates	N/a

Student and staff profile	At inspection	In peak week: <i>N/a</i>
Total ELT/ESOL student numbers (FT + PT)	0	N/a
Minimum age (including closed group or vacation)	0	N/a
Typical age range	0	N/a
Typical length of stay	0	N/a
Predominant nationalities	0	N/a
Total number of teachers on eligible ELT courses	0	N/a
Total number of managers including academic	1	N/a
Total number of administrative/ancillary staff	4	N/a

Premises profile

Address of main site	15 St. Marychurch Road, Torquay, Devon TQ1 3HY
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Additional sites in use	N/a
Additional sites not in use	N/a
Sites inspected	Main site

Introduction

Background

Following the sale of Accent International in January 2022, the Accreditation UK Executive Board approved the recommendation to continue accreditation under the new ownership. The new company relocated to the campus of IH Torquay. A full re-inspection was recommended when courses resumed on the new site. However, there have been no face-to-face students since the transfer of ownership and a spot check was carried out to assess the provision.

Courses are run for executives and professionals on a one-to-one basis. Previously courses were also run for closed groups of under 18s and for families, but these courses are no longer offered. Provision is available for a maximum of six students, but it is anticipated that there will generally be fewer than this at any one time.

Preparation

A date was agreed between the inspector and the owner/director for the remote inspection. Relevant documentation was sent to the inspector.

Programme and persons present

All meetings were with the new owner/director. The inspector was taken on a video tour of the premises.

Findings

Management

The transfer of ownership followed lengthy discussions between the new owner and former owner. The latter is still involved and available for support for an initial three years. The new owner is also the owner, sole director and principal of IH Torquay. IH provides administration, marketing and student services. The publicity has been updated to reflect the new ownership and location, and a new website is due to be launched within the next few months. Accent International branding and notices are distinct.

Premises and resources

IH Torquay occupies a single site, a short walk from the centre of Torquay. The ground floor of the main building contains the reception area. Set slightly apart from the main building, there is a block of four small classrooms where Accent students will be taught their one-to-one lessons. There is a covered seating area outside, and students can also use the executive lounge in the main block, where there are the facilities to make hot drinks, and snacks are provided. Toilets are in the main block and shared with IH students. Resources have been transferred from the previous site and cover all the required specialist areas.

Teaching and learning

The owner is also the academic manager and is suitably qualified and experienced for the role. There are currently two trainers available, the previous owner and a trainer who taught under the previous ownership. The provision is for one-to-one courses, which are tailor-made and designed, based on needs analysis and negotiated with students both before and during their stay.

Welfare and student services

Accommodation is offered in IH executive homestays. Currently there are 15 suitable homestays, all with up-to-date checks and visits. Hotel and apartment accommodation is also available on request. The students have lunch every week day with their trainers and are offered one excursion a week. Homestay hosts offer at least one social event a week for their student. The social programme offered to the IH executive students is also available to Accent students if they wish.

Safeguarding under 18s

N/a

Declaration of legal and regulatory compliance

Satisfactory.

Action taken on points to be addressed

Points from the previous full inspection and/or subsequent spot checks or interim visits with comments (in bold) to indicate how far these have been addressed.

Management

M3 The safeguarding duties of the principal are not described.

No longer relevant.

Welfare and student services

W11 Not all the homestays used recently by the closed groups have been re-inspected in the last two years.

Addressed. Accommodation is now offered in IH executive homestays. Currently there are 15 suitable homestays, all with up-to-date checks and visits.

Care of under 18s

C1 The policy erroneously states that only the main carer in the homestay needs to have an enhanced disclosure check and that other adults are only required to sign a declaration.

C4 There was no evidence of suitability checks for any adults in three of the 24 homestays, and no evidence for adults other than the main carer in all the homestays. There was no evidence of a suitability check for the teacher who taught the children on the English for families courses. The enhanced disclosure certificate for the activities organiser for the closed groups was just over three years old at the time of the last course in October.

C5 There is no parental consent form for the English for families programmes outlining parental responsibilities.

No longer relevant.

Conclusions

The provision under the new ownership is entirely satisfactory. Communication with, and ongoing availability of the previous owner has ensured continuity. The new owner manages the operation, including the academic management. The premises, services and facilities which are provided by IH Torquay are appropriate. Qualified trainers are available to teach. Suitable accommodation and realistic plans for providing an appropriate leisure programme are in place.