

Organisation name	Anglo-Continental School of English, Bournemouth
Inspection date	19 June 2019
Current accreditation status	Accreditation under review
Reason for spot check	Signalled: end period under review

Recommendation

We recommend continued accreditation. The period of review may now be ended and accreditation continued until the next full inspection, which falls due in 2022.

Changes to the summary statement

An updated summary statement can now be issued.

New summary statement

The British Council inspected and accredited Anglo-Continental School of English, Bournemouth in July 2018 and June 2019.

This large private language school offers courses in general and academic English for adults (18+) and young people (16+); professional English for adults (18+); vacation courses for adults (18–20) and young people (16+); courses for under 18s (10–16); courses for closed groups of adults (18+) and young people (16+) and for under 18s.

Strengths were noted in the areas of staff management, premises and facilities, learning resources, course design, and care of students.

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

New summary inspection findings

Management

The provision meets the section standard and exceeds it in some respects. The management of the provision operates to the benefit of staff and students, and in accordance with the school's stated goals, values and publicity. *Staff management* is an area of strength.

Safeguarding under 18s

The provision meets the section standard. There is appropriate provision for the safeguarding of students under the age of 18 within the school and in accommodation provided. The leisure programmes for students on the young learners' courses and vacation courses are good; that for students aged under 18 on adult courses needs improvement.

Organisation profile

Inspection history	Dates/details
First inspection	1982
Last full inspection	July 2018
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	Externally verified teacher training courses
Other related accredited schools/centres/affiliates	None
Other related non-accredited schools/centres/affiliates	None

Student and staff profile	At inspection	In peak week: July
Total ELT/ESOL student numbers (FT + PT)	Total 301 Adult/Vacation (AV) 247 Young Learners (YL) 46 Specialised (S) 8	590 426 151 13
Minimum age (including closed group or vacation)	AV: 16 YL: 10 S: 17/18	16 10 17/18
Typical age range	AV: 20–25 YL: 12–15 S: 28–32	20–25 12–15 28–32
Typical length of stay	11 weeks	8 weeks
Predominant nationalities	AV: Saudi, Omani, Japanese YL: Russian, Italian, Saudi S: Italian, Japanese	Saudi, Omani, Italian Japanese, Russian, Turkish Brazilian, Japanese
Total number of teachers on eligible ELT courses	34	48
Total number of managers including academic	10	10
Total number of administrative/ancillary staff	45	45

Premises profile	
Address of main site	29–35 Wimborne Road, Bournemouth BH2 6NA
Additional sites in use	N/a
Additional sites not in use	N/a
Sites inspected	The school occupies four large buildings on one site. Number 29 is used exclusively for vacation and young learners' courses, with different entrances for each course. Behind Number 29 there is a dining area/multi-function space for use by young learner students only.

Introduction

Background

Following a full inspection of the school in July 2018 accreditation was placed under review because the section standard for safeguarding under 18s was not met. The period of review was to be ended by submission of an action plan, and a spot check in 2019 focusing on safeguarding under 18s. An action plan was submitted. This spot check inspection was scheduled to take place during the summer of 2019; the exact date was not given in advance.

The following courses are offered: a general English programme for students aged 16+; a vacation programme for students aged 16 to 20; and a young learner programme for students aged 10 to 16. At the time of the inspection, students on the vacation programmes were integrated into the morning lessons of the adult general English course. Vacation course students have a separate leisure programme. Also offered are programmes for academic English; English for executives; professional training (including aviation and technical English); and teacher training, some parts of which are eligible provision.

Preparation

The inspectors had access to the report of the full inspection carried out in 2018 and relevant correspondence, including the action plan submitted by the school following receipt of the 2018 report.

Programme and persons present

The inspection was carried out by two inspectors, neither of whom had been inspectors during the 2018 inspection. They arrived at 08.40 and departed at 15.50. Meetings were held with the personnel/student services manager, the academic head, the activities co-ordinator/safeguarding liaison officer, the student support counsellor, the student services assistant responsible for homestay accommodation, a group of activity leaders, and two group leaders who were accompanying a group of adult students.

Three focus group meetings were held with students aged under 18; the groups included students on the adult course, the vacation course and the young learner course. Telephone meetings were held with three homestay hosts who were accommodating students aged under 18. Inspectors viewed the lunch arrangements for the young learners and sampled the offering in the main cafeteria. Relevant documentation was scrutinised and discussed.

Findings

Management

Findings are reported in the Action taken on points to be addressed.

Teaching and learning

Findings are reported in the following section and in the Action taken on points to be addressed.

Welfare and student services

Findings are reported in the Action taken on points to be addressed.

Safeguarding under 18s

Findings are reported in the following section and in the Action taken on points to be addressed.

Teaching and learning

Academic staff profile	Met
T1 All academic staff have a level of education normally represented by a Level 6 qualification on the Ofqual register of regulated qualifications.	Not met
T2 The teaching team has ELT/TESOL qualifications relevant to the courses they are teaching.	Met
T3 The teaching team has a range of experience, knowledge and skills appropriate to the courses offered and the needs of the learners.	Met
T4 The academic manager/academic management team has an appropriate professional profile to provide academic leadership.	Strength
Comments	
T1 The high proportion of teachers requiring rationales is not in line with the requirements of this criterion. During the week of the spot check inspection, 36 people (including two members of the academic management team) were scheduled to teach. Of the 34 teachers, ten do not have a Level 6 qualification.	
T4 All six academic managers are TEFLQ and have considerable teaching and academic management experience.	

Safeguarding under 18s

Safeguarding under 18s	Met
S1 There is a safeguarding policy which specifies procedures to ensure the safety and well-being of all students under the age of 18. A named member of staff is responsible for implementing this policy and responding to child protection allegations.	Met
S2 The provider makes the policy known to all adults in contact with under 18s through their role with the organisation, and provides guidance or training relevant to its effective implementation.	Met
S3 The provider has written parental/guardian consent reflecting the level of care and support given to students under 18, including medical consent.	Met
S4 Recruitment procedures for all roles involving responsibility for or substantial access to under 18s are in line with safer recruitment good practice and the organisation's safeguarding policy.	Met
S5 There are suitable arrangements for the supervision and safety of students during scheduled lessons and activities.	Met
S6 There are suitable arrangements for the supervision and safety of students outside the scheduled programme.	Met
S7 There are suitable arrangements for the accommodation of students.	Met
S8 There are suitable arrangements to ensure contact between the provider and parents, legal guardians or their nominated representatives concerning the welfare of students.	Met
Comments	
The school accepts students aged 16 and 17 on adult general English courses throughout the year; it offers young learner courses (ages 10–16) in January, February, April and the summer, and vacation courses (ages 16–20) in January, February and the summer. Closed groups of under 18s are accepted throughout the year, although these are few in number. No students aged under 18 were in accompanied groups at the time of this inspection. The total number of under 18s was 37 per cent of the total number of students within the school at the time of this inspection. The percentage is up to 65 per cent during peak weeks.	
S3 This criterion is met overall, however the parental consent form does not include the fact that students on adult courses are responsible for buying their own lunches.	

S6 This criterion is met overall. However, the guidelines given to students about keeping safe during free, unsupervised time, including when on excursions, are not sufficiently detailed.

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. Only points reviewed during this spot check are included here. Any points outstanding will be checked at the next full inspection.

Management

M26 Information about the different levels of care for under 18s on the three different courses found in the parental consent forms is not always accurate.

Addressed: parental consent forms have been amended and are now accurate.

M29 An outdated version of the Accreditation Scheme marque was in use in all printed publicity.

Addressed.

Teaching and learning

T1 Of the 48 teachers working at the time of the inspection, 11 did not have a Level 6 qualification.

Not addressed. At the time of the spot check inspection ten of the 34 teachers did not have a Level 6 qualification. They are the same teachers deployed at the time of the 2018 inspection for whom acceptable rationales were provided; all have several years' experience with the school and two are close to completing courses leading to a Level 6 or Level 7 qualification. However, the high proportion of teachers requiring rationales is not in line with the requirements of this criterion.

T2 Two members of the teaching team do not have an ELT/TESOL qualification that meets Scheme requirements; the rationale for one was not accepted.

Addressed: all teachers have a qualification that meets Scheme requirements.

Welfare and student services

W11 Most homestays in use during the inspection had not been required to conduct, or to provide evidence of, fire risk assessments.

Addressed.

W24 Under 18s on the adult programme are not offered alternatives when the activity is not suitable for them.

Students on the young learner and vacation course did not find the activities interesting and attendance was poor.

Partially addressed. In the focus groups, students on the young learner and vacation courses reported that the activities were varied and interesting. Steps have been taken to ensure that student attendance (which is obligatory for under 18s) is 100 per cent. However, the optional programme for under 18s on the adult course is not adequate; there is only one evening activity offered per week and that is not usually suitable for students aged under 18.

Safeguarding under 18

S2 Group leaders are not made aware of the safeguarding policy or given guidance relevant to its effective implementation.

Addressed. This is now done well. A video is sent before arrival, together with a comprehensive set of guidelines.

S3 Rules are not enforced and students are, therefore, not receiving the levels of supervision that parents have agreed to.

Addressed. Some students in the focus group reported that they did not always go back to their homestay for the evening meal. However, the rules about attendance, meal times and curfews are appropriate and made clear to parents and students before arrival; students have to sign to say they understand and agree to the rules. The rules are clearly stated in guidelines for students, group leaders and hosts, and the hosts spoken to reported that their students abided by the rules. A weekly meeting is held with under 18s on adult courses when they are reminded of the rules.

S6 Parents are not aware of any local risks or that the rules about attending activities and evening meals are not being enforced. The school has not conducted any risk assessments for this unsupervised time or on arrangements made by group leaders when they choose to take their groups on alternative excursions or activities.

Addressed. Risk assessments have been conducted; they inform decisions about what students are allowed to do outside scheduled activities and the necessary parental permissions. Students are made aware of the risks and of the steps they can take to keep themselves safe, although this information could be more detailed. An attendance officer has been appointed to ensure students attend all obligatory elements of their programmes.

Conclusions

The school has successfully addressed most of the points noted in the 2018 report. Although T1 is still not met, the Academic staff profile is now met overall. The leisure programme offered to students aged under 18 attending adult courses is still not satisfactory. However, the section standard for Safeguarding under 18s is now met and is no

longer an area in need of improvement.