

Organisation name	LSC Stanton, London (year-round groups and summer junior courses)
Inspection date	24 April 2018
Current accreditation status	Accredited
Reason for spot check	Routine: newly accredited institution

### Recommendation

We recommend continued accreditation. However, evidence must be submitted within six months to demonstrate that weaknesses in publicity have been addressed. The required evidence was subsequently submitted.

### Changes to the summary statement

No changes need to be made to the summary statement apart from the addition of the date of this spot check.

### New summary statement

The British Council inspected and accredited LSC Stanton (summer junior courses and year-round groups) in July 2016 and April 2018. 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](http://www.britishcouncil.org/education/accreditation) for details).

This private language school offers courses in general English for closed groups of adults (16+), for closed groups of under 18s and vacation courses for under 18s.

Strengths were noted in the areas of staff management, quality assurance, academic management, teaching, care of students, leisure opportunities and care of under 18s.

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

### Organisation profile

Inspection history	Dates/details
First inspection	July 2016 (for year-round groups and summer junior courses)
Last full inspection	July 2016 (for year-round groups and summer junior courses)
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	Teacher training (externally validated pre-service ELT training courses run year round)
Other related accredited schools/centres/affiliates	Year-round courses for adults (16+) at main school
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)	127 (23 in groups)	350
Minimum age (including closed group or vacation)	16	8
Typical age range	10–17	8–16
Typical length of stay	1 week	1 week

Predominant nationalities	Italian	Italian, Russian, Chinese, Spanish
Total number of teachers on eligible ELT courses	2 in groups, 9 total	4 in groups, 15 total
Total number of managers including academic	3	3
Total number of administrative/ancillary staff	5	7

Premises profile	
Address of main site	167–171 Queensway, London W2 4SB
Additional sites in use	None
Additional sites not in use	In the past, the school has used the facilities at Newland Park, Chalfont St Giles, formerly University of Buckinghamshire premises, as a year-round junior groups centre but it has not been used recently.
Sites inspected	The school premises consist of the four upper floors of a five-storey corner site in central London, surrounded by shops and cafés, and a five-minute walk from an underground station. On the first floor there is a large reception area, offices, a teachers' room and a classroom, as well as a study area. There are 16 classrooms and other rooms on the three floors above, and comfortable seating in the central area of each. Male and female toilets are on alternate floors. The fourth floor, which is used solely for courses with under 18s, comprises four classrooms, a table tennis room and a seating area.

## Introduction

### Background

In October 2015 LSC and the Stanton School of English merged to become LSC Stanton. The new entity had a full inspection in April 2016 looking at the adult provision, followed by a separate full inspection of its year-round group and junior course provision in July 2016. At the July inspection it was recommended that a routine spot check inspection be carried out to follow up on the year-round group and junior course provision. That is the focus of this report. (A separate report looks at the effects of a change of ownership, which occurred in January 2018, when Bayswater Education acquired Ersino Ltd., LSC Stanton's holding company.)

The school offers courses for closed groups of students throughout the year. Courses are largely tailored to the groups' specific requirements and may offer tuition only or tuition plus activities. Courses can start on any day and can be of any duration, with the majority being of one week. Most tuition takes place at the school, but courses 'out and about' in London are also offered, where all the teaching is done at London venues such as the British Museum. Groups may be adult or junior; those in adult groups are usually integrated into the general mixed-nationality classes. Juniors (under 16) are always taught separately from adults (18+).

At the time of the inspection, there was a closed group of 23 Italian students in school, with an age range of 16–19. Given the timing of their course (Thursday to Wednesday), they were taught separately, rather than being integrated into other classes, and split into two classes of two different levels. They were accompanied by two group leaders and had chosen to have tuition and accommodation only, the group leaders arranging social activities themselves. Accommodation was with homestay providers arranged through the school. Another student, who was under 18, was enrolled in an adult class and living with a family member.

There were no specific summer junior courses taking place (the inspection was in April); it was felt that since the group was for under 18s, provision for under 18s and for groups could be assessed at the same time.

The inspection took place mid-week, on the last full day of the group's five-day course.

### Preparation

Contact was made with the school to enquire if there were any days that should be avoided for the visit. The actual date of the visit was not known by the school. The inspector read the documentation received before the visit, including the last two reports, and checked the website. The inspector had not previously inspected the school.

### Programme and persons present

The inspector arrived at 08.30 and left at 14.00. Meetings were held with the managing director, the principal, the academic manager and the office manager. Short meetings were also held with both teachers teaching on the group classes, the two group leaders and their students. Both classes were observed briefly and the inspector was able to view the leaving ceremony and the presentation of certificates.

## Findings

### Significant changes since the last inspection

There was a change of ownership in January 2018 (see separate report). There are no significant changes to the provision offered to groups and students under 18.

### Management

The principal has overall responsibility for dealing with all aspects of group and junior provision. This is unchanged since the last inspection, although one of the two new owner/directors will be taking responsibility for groups from a business perspective and providing strategic direction.

The management of groups and juniors remains good, with agents, group leaders and students receiving a great deal of personal attention from the principal. Feedback is collected regularly, assessed, and dealt with appropriately. Student administration is carried out effectively by a multi-lingual team of administrative staff, led by the office manager.

There are some weaknesses in the area of publicity, although it is generally accurate and raises realistic expectations. A website, brochures and social media are all used, but these do not always convey a consistent message, with differences in minimum ages and numbers of hours taught not always clear. There are also issues which careful proofreading would address. The image on one page of the brochure interferes with the text. An online application form is dated 2015. The FAQs refer to 'host families', instead of 'homestay providers'. One section states that students need to bring their own towels, though this is in fact optional. Reference is still made to teachers teaching 'according to British Council standards'; this was brought up in the previous inspections. Parts of the inspection report are quoted, which is not permissible as this is potentially misleading, and only the full report may be used. The level of supervision for juniors and groups is good, and the information is in publicity, but is not always easy to find. The Accreditation Scheme marque needs to be amended to include the words 'in the UK'. However, publicity is likely to be completely overhauled as part of the new owners' rebranding exercise (see spot check report – change of ownership).

### Premises and resources

The premises remain suitable for groups and junior students. They have the sole use of the top floor of the premises, which has three classrooms, a table tennis room and a large central seating area. Classrooms are light, sufficiently large for the numbers allocated them and in an adequate state of a repair. Free drinking water is available and students eat their packed lunches together in the seating area.

Teaching and learning resources are well organised and the academic manager has started compiling a database to cross reference topics with materials and coursebooks in order to facilitate the work of the teachers. Although there are sufficient worksheets and games for juniors, there are few coursebooks specifically aimed at these younger learners.

### Teaching and learning

The academic manager was appointed in January 2018, having previously been a teacher at the school for eight years. He is TEFLQ and the rest of the teaching team is also appropriately qualified. The teachers commented positively on the level of support and teacher development that is now taking place. Teachers are allocated to junior or group classes according to preference, as well as to provide staff with a variety of teaching experience. Courses are designed around communicative principles and are topic based, with teachers negotiating the syllabus with the students when appropriate. The teaching observed met Scheme requirements and students commented positively on their involvement in the teaching process and the progress they had made on their five-day course.

### Welfare and student services

Students in groups and those under 18 receive a good level of care. Safety measures are unobtrusive but effective. There is CCTV throughout the building, an open reception area, and offices looking onto this central reception area through glass walls. The principal greets all group and junior students as they arrive each day and visits them during their breaks. Risk assessments are thorough and include procedures for dealing with a major incident. Group leaders are shown how to devise their own risk assessments, using the school's template, for the activities they lead.

A variety of accommodation options is offered, with very clear information about location and length of travel time. The school places individual junior students with homestay providers, arranged through registered accommodation agencies. (Unregistered agencies are no longer used.) Those in groups may choose homestay or residential accommodation. Students under 16 must be chaperoned to and from school, either by their group leader or by a member of staff. Those between 16 and 18 must use a chaperone until they, and the staff member, are confident the student is familiar with the route. Students on this particular closed group were brought to school by their group

---

leaders each day.

### **Safeguarding under 18s**

Ensuring the safety and welfare of under 18s is a priority at the school. There is a thorough safeguarding policy, which all staff must read and which is also sent to group leaders and parents/guardians in a simplified format. The principal is the designated safeguarding lead (DSL) and has undertaken training at specialist level. The welfare officer is the designated safeguarding person (DSP) and has done training to advanced level. All staff have done basic level training and are reminded of key aspects of safeguarding whenever there are under 18s in the school. All under 18s are identified in the registers and are known to the principal and the office manager.

Supervision in school and on school activities is very good, with juniors escorted to and from school and all activities arranged by the school. Attendance is checked four times a day and any absence followed up immediately. However, language used in the parental consent form is not easily accessible to those with limited knowledge of English.

The 17 year-old studying on the adult courses is living with a family member whom the principal has met. The importance of this was discussed. Legislation regarding fostering arrangements was also discussed, in particular the rule specifying the requirement to notify the authorities of a private fostering arrangement which comes into effect when an under 16 is in the country for 27 consecutive nights, irrespective of any change of course location.

---

### **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**

M28 Teachers' qualifications and experience are accurately described except for the claim that teachers 'are qualified to teach according to British Council standards'. The word 'standards' was changed to 'requirements' in one instance during the course of the inspection, but not in the other instance.

**Not yet addressed. The website, group and junior brochures all contain references to teaching 'according to British Council standards.'**

M29 An old notice in the entrance dating from before the merger does not include the words 'for the teaching of English', which is necessary because the provision also includes ineligible teacher training courses.

**Addressed. This notice has been removed.**

#### **Teaching and learning**

T16 There is no structured and consistent attempt to ensure junior students develop their language skills outside the classroom and benefit linguistically from their stay in the UK.

**Addressed. Worksheets and prompts have been devised for students to use with their homestay providers and on activities or excursions, providing structured guidance for interacting with local people.**

#### **Welfare and student services**

W9 One of the accommodation agencies' list of requirements to hosts did not include a weekly change of towels. The school does not obtain confirmation from agents that their hosts are complying with the school's rules.

**Addressed. The school now only works with registered agencies.**

---

### **Conclusions**

Groups and juniors form a small part of the provision offered (approximately 15 per cent throughout the year), but they are given considerable individual attention and managed well. There are appropriate measures in place to ensure students' safety and security and the specific requirements of different groups are catered for whenever possible. Weaknesses in publicity were identified and discussed.

---