

Organisation name	Bayswater College, Liverpool
Inspection date	21–22 June 2022

Section standards	
Management The management of the provision operates to the benefit of the students, and in accordance with the provider's stated goals, values, and publicity.	Met
Premises and resources The premises provide students and staff with a comfortable and professional environment for work and relaxation. A range of learning resources is available, appropriate to the age and needs of the students. Guidance on the use of these resources is provided for staff and students where needed.	Met
Teaching and learning The academic staff team has a professional profile (qualifications, experience and continuing professional development) appropriate to the context. Teachers receive sufficient guidance to ensure that they support students effectively in their learning. Courses are structured and managed to provide the maximum possible benefit to students. The teaching observed meets the requirements of the Scheme.	Met
Welfare and student services The provision meets the needs of the students for security, pastoral care, information and leisure activities. Students benefit from well-managed student services, including, where offered, out-of-class activities and suitable accommodation.	Met
Safeguarding under 18s There is appropriate provision for the safeguarding of students under the age of 18 within the organisation and in any leisure activities or accommodation provided.	Met

Recommendation
We recommend accreditation with a spot check in the first 12 months. However, evidence must be submitted within three months to demonstrate that weaknesses in M18 and safeguarding under 18s have been addressed. The required evidence was subsequently submitted.

Summary statement
<p>The British Council inspected and accredited Bayswater College Liverpool in June 2022. The Accreditation Scheme assesses the standards of management, resources and premises, teaching, welfare, and safeguarding under 18s and accredits organisations which meet the overall standard in each area inspected (see www.britishcouncil.org/education/accreditation for details).</p> <p>This private language school offers courses in general English for adults (18+) and young people (16+) and for closed groups of adults (18+) and young people (16+).</p> <p>The inspection report noted a need for improvement in the area of safeguarding under 18s.</p> <p>The inspection report stated that the organisation met the standards of the Scheme.</p>

Introduction

Bayswater College Liverpool opened in 2020 after Bayswater Education acquired The Language House in Liverpool. An extension of accreditation was requested in March 2020 by Bayswater College London and was granted. A spot check inspection was carried out in April 2021 and Bayswater Liverpool was awarded accreditation by extension.

Since the opening of the school, Bayswater Education has acquired a number of other schools and brands, and in the intervening period, the school changed its name twice, concluding in it now being called Bayswater College. In January 2022 the role of Head of UK Centres was created to oversee all Bayswater College schools, including the Liverpool school. In addition, since the last inspection a new student services manager and senior teacher have been appointed.

The inspection took place over two days and was carried out remotely. Meetings were held with the director, operations director, head of UK centres, senior teacher, human resources officer, student services manager, academic development manager, marketing manager and the global sales and marketing director. Focus groups were held with the teachers and with a group of students. Nine of the 14 teachers working during the week of the inspection were observed. One inspector carried out a virtual visit of a homestay, spoke to the person in charge of the student residence most commonly used by the school, and to the British Council registered homestay agency that the school works with.

Address of main site/head office

42 Whitechapel, Liverpool L1 6DS

Description of sites visited/observed

The school occupies the third and fourth floors of a building in the centre of Liverpool, and can be accessed by lift or stairs. The property is a short walk from Liverpool Lime Street and major bus routes. On the third floor there is a reception area, four classrooms (one of which is suitable for one-to-one classes and can be used as an additional office), a student lounge area, a kitchen, office space and a teachers' room. On the fourth floor there are four further classrooms, a student common room, and a kitchen. Toilets are available on both floors.

Course profile	Year round		Vacation only	
	Run	Seen	Run	Seen
General ELT for adults (18+)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
General ELT for adults (18+) and young people (16+)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
General ELT for juniors (under 18)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
English for academic purposes (excludes IELTS preparation)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
English for specific purposes (includes English for Executives)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Teacher development (excludes award-bearing courses)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ESOL skills for life/for citizenship	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments

The school offers general English courses including preparation for IELTS examinations. Students can choose to study 15, 19 or 22.5 hours per week. Students choosing 15 hours per week focus on the core subject (general English or exam preparation). Students studying 19 or 22.5 hours per week take afternoon skills-based classes. All courses are for students aged 16 plus.

The school also arranges courses for groups, which are either separate or join the main programme.

Management profile

The head of UK centres for Bayswater College has responsibility for the running of the four schools. He reports to the UK operations director who is part of the senior management team with the managing director, director and global sales director, which in turn reports to the board. There is further head office support from the academic development manager and the process manager who focus on academic programmes and school systems and processes respectively.

On a day-to-day basis in the school, there is a student services manager who manages admissions, administration, welfare, accommodation, the leisure programme and is the designated safeguarding lead. In addition there is a senior teacher who manages the academic programme.

Accommodation profile

The school offers homestay, residential and self-catering accommodation. The majority of students live in accommodation blocks which are within walking distance of the school. Bayswater Liverpool has a small number of its own homestay hosts, currently around seven, and also uses an agency which is registered with the British Council.

Summary of inspection findings

Management

The provision meets the section standard. The provider has clearly stated goals and values and the management of the provision operates to the benefit of the students in accordance with these. The structure of the organisation supports the school's goals and values, communication is very good and student administration is carried out efficiently and effectively. Publicity is mostly accurate and gives rise to realistic expectations.

Premises and resources

The provision meets the section standard. The premises provide students and staff with a suitable environment for work and relaxation. A range of learning resources is available, appropriate to the age and needs of the students. Guidance on the use of these resources is provided for students and staff where needed.

Teaching and learning

The provision meets the section standard. The academic staff team has a professional profile appropriate to the context. Course design and learner management are effective. Teachers receive good support, and courses are managed to provide benefit to students. The teaching observed met the requirements of the Scheme.

Welfare and student services

The provision meets the section standard. The needs of students for safety and security and pastoral care are met. There is appropriate provision for accommodation. The school's leisure programme is varied and well organised.

Safeguarding under 18s

Overall, the provision meets the section standard. The safeguarding of students under the age of 18 is mostly appropriate within the school, in leisure activities and in accommodation. However, there are weaknesses in safer recruitment and in the supervision of students aged 16 to 17. There is a need for improvement in *Safeguarding under 18s*.

Declaration of legal and regulatory compliance

The items sampled were satisfactory.

Evidence

Management

Strategic and quality management	Met
M1 There is a clear statement describing the goals and values of the organisation, which is made known to all staff.	Strength
M2 The management has clear objectives for the future of the organisation and has realistic plans to achieve them.	Strength
M3 There is a documented and clearly understood structure for the ELT operation. There are sufficient staff to manage and deliver the provision, and to ensure continuity at all times.	Met
M4 There are effective channels of communication between all involved in the ELT operation, and between the ELT operation and any wider organisation of which it is a part.	Met
M5 The provider regularly obtains and records feedback from students on all the services offered. Feedback is circulated to relevant staff and appropriate action is taken and recorded.	Not met
M6 The provider regularly seeks and records feedback from all staff on the services offered. Appropriate action is taken and recorded.	Met

M7 The provider reviews systems, processes and practices with a view to continuing improvement. Appropriate action is taken and recorded in an annual self-evaluation.	Strength
Comments	
M1 The organisation has a very clear statement of values which was developed collaboratively across the organisation. It is clearly communicated and well understood.	
M2 There are very clear objectives for the school and the organisation with clear lines of responsibility and mechanisms for reviewing them.	
M5 While student feedback is collected, it is not clear how it is shared with staff, analysed and whether or not action is taken and recorded as a result of it.	
M7 There are highly effective systems of quality review. Different departments at head office level implement group-wide reviews which lead to action at both group and school levels. The quality of the school's self evaluation is very good.	

Staff management and development	Met
M8 The provider implements appropriate human resources policies, which are made known to staff.	Strength
M9 The provider specifies the duties of all staff working with ELT students, and regularly reviews these.	Met
M10 There are effective procedures for the recruitment and selection of all staff.	Not met
M11 There are effective induction procedures for all staff.	Strength
M12 There are effective procedures for monitoring and appraising all staff, and for handling unsatisfactory performance or conduct. These procedures are made known to all staff.	Strength
M13 There are effective procedures to ensure the continuing professional development of all staff to meet the needs of the individual, the students and the organisation.	Met

Comments	
M8 Human resources policies and practices are appropriate and are managed by an effective team working with a very efficient online database. The school has initiatives which promote staff voices and staff feel valued.	
M10 Recruitment systems are appropriate. However, some documentation is dispersed and hard to track after changes in ownership of schools and of staff between schools. As result of this, some documentation, including references and validated qualifications are not on file.	
M11 Induction practices are appropriate, using a checklist, ensuring that staff are fully up to speed as they start their employment. Staff spoke very positively about their induction, and it was apparent that all staff including newly-recruited team members were thoroughly inducted.	
M12 There is a highly effective appraisal system in place ensuring that all staff are appraised at least once per year. Additional monitoring takes place throughout the year.	

Student administration	Met
M14 Staff are helpful and courteous to students and their representatives, and provide satisfactory levels of customer service.	Met
M15 Students or their representatives receive sufficient information and advice on their course choices before arrival and during their stay.	Strength
M16 Staff carry out enrolment, cancellation and refund procedures efficiently, fairly, and with appropriate sensitivity.	Strength
M17 There are effective systems in place to maintain accurate and up-to-date records of student enrolment, payment and course details. These records are accessible at all times to authorised staff.	Met
M18 There are effective systems to maintain up-to-date and accessible records of local contact details for students, and their designated emergency contacts.	Not met
M19 There is a clear and effective policy on student attendance and punctuality that is known to all staff and students and is applied consistently.	Met
M20 All staff and students are made aware of conditions and procedures under which a student may be asked to leave the course.	Met
M21 All students and, where appropriate, group leaders and parents/legal guardians, receive information in writing about how to make a complaint.	Met

Comments	
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M15 Excellent clear information is available from the school's e-learning app, in addition to very useful pre-arrival information sent out by the school.

M16 Enrolment, cancellation and refunds are carried out very fairly and sensitively. Practices take into account recent global events, and there was evidence of students being offered additional flexibility with their bookings where needed.

M18 Local contact details for most students are kept on file. However for students who are part of a group, there was no evidence of the procedures in place between the group leader and the school for storing emergency contact information.

Publicity	Met
M22 All publicity and information is accurate, and gives rise to realistic expectations about the premises, location, and the extent and availability of the services and resources.	Met
M23 All publicity and information about the provider and the services it offers is in clear, accurate and accessible English.	Met
M24 Publicity gives clear, accurate and easy-to-find information on the courses.	Met
M25 Publicity includes clear, accurate and easy-to-find information on costs.	Not met
M26 Publicity or other information made available before enrolment gives an accurate description of the level of care and support given to any students under 18.	Met
M27 Publicity gives an accurate description of any accommodation offered.	Not met
M28 Descriptions of staff qualifications are accurate.	Met
M29 Claims to accreditation are in line with Scheme requirements.	Met

Comments

The school's main medium of publicity is a dual-branded Bayswater College/ Eurocentres website. In addition, there is a Eurocentres brochure, various course fact sheets and a range of social media sites.

M25 Information about the costs of tuition and course-related exam fees not included in the course fee are not available on the website.

M27 While there are detailed fact sheets available for residential accommodation, information on homestay accommodation does not provide students with sufficient information about the type of accommodation, facilities provided or the distance and cost of travel.

Premises and resources

Premises and facilities	Met
P1 Premises, including any external areas, are in a good state of repair, cleanliness and decoration, and provide a comfortable environment for students and staff.	Met
P2 Classrooms and other learning areas provide a suitable study environment.	Met
P3 Students have adequate room and suitable facilities for relaxation and the consumption of food.	Met
P4 Free drinking water is available. A choice of appropriate food at affordable prices is available to students on site, if not available locally.	Met
P5 There is adequate signage to buildings, routes, rooms and exits, and there are facilities for the display of general information.	Met
P6 There is sufficient space for all staff, for meetings, relaxation and the storage of personal possessions, and for teachers to carry out their preparation and marking.	Met

Comments

All criteria in this area are fully met.

Learning resources	Met
P7 There are sufficient learning resources for the number of students enrolled, appropriate to their age and the level, length and type of courses offered.	Met
P8 There are appropriate resources for teachers, which are adequate in number, accessible, and well maintained and organised.	Met

P9 Any educational technology inside the classroom and elsewhere is well maintained with adequate technical support. Staff receive appropriate training in using the available technology to support learning.	Not met
P10 Any facilities provided for additional or independent learning are appropriately equipped and organised.	Met
P11 Students receive guidance on the use of any resources provided for independent learning.	Met
P12 There is a policy for the continuing review and development of teaching and learning resources, and evidence of its implementation.	Not met
Comments	
<p>P9 While the school provides laptops and television screens for teachers to use in their classrooms, the Wi-Fi is not reliable enough to allow teachers to access the internet in classes. In addition, students and teachers cannot reliably access the school's e-learning app because of poor internet connectivity.</p> <p>P12 There are no policies or formalised procedures in place for reviewing and developing teaching and learning resources.</p>	

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.	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.	Met
Comments	
All criteria in this area are met.	
Academic management	Met
T5 Teachers are matched appropriately to courses.	Met
T6 There are effective procedures for the appropriate timetabling of students, teachers, courses and classrooms.	Met
T7 There are formalised arrangements, satisfactory to students and staff, for covering for absent teachers.	Met
T8 Where enrolment is continuous, explicit attention is paid to all aspects of academic management affected.	Met
T9 There are effective arrangements, led by an academic manager, to ensure appropriate day-to-day guidance and support for all teachers.	Strength
T10 There are effective arrangements for the observation and monitoring of teachers' performance by a TEFLQ academic manager.	Met
Comments	
T9 Excellent day-to-day guidance and support is available to teachers. There is good support for new teachers, and there are opportunities for peer observations to support new and more experienced staff. Teachers commented that the senior teacher is approachable, available and always helpful.	
Course design and implementation	Met
T11 Course design is based on stated principles. There is a coherent and appropriate course structure described in writing for teachers' guidance.	Met
T12 Course design is regularly reviewed in light of the different and changing needs of students and feedback from teachers and students.	Met
T13 Written course outlines and intended learning outcomes, appropriate to the course length and type, are available to students.	Met

T14 Any activities additional to English classes, and which form part of the language curriculum, encourage the acquisition of language and the development of relevant language skills.	Met
T15 Courses include study and learning strategies that support independent learning and enable students to benefit from their programmes and continue their learning after the course.	Met
T16 Courses include strategies which help students to develop their language skills outside the classroom and benefit linguistically from their stay in the UK.	Met

Comments

All criteria in this area are met.

Learner management	Met
T17 There are effective procedures for the correct placement of students, appropriate to their level and age.	Strength
T18 There are effective procedures for evaluating, monitoring and recording students' progress.	Met
T19 Students are provided with learning support and enabled to change courses or classes where necessary.	Met
T20 Where relevant, students are guided to select the examinations and examination training best suited to their needs and interests.	Met
T21 Academic reports are made available to students on request and, in the case of under 18s, to their parents/guardians.	Met
T22 Students wishing to progress to mainstream UK education have access to relevant information and advice.	Met

Comments

T17 Students take an online placement test which is effective. In addition, the senior teacher carries out in-depth needs analysis oral interviews with students to ensure that teachers are provided with relevant information about students' motivations and level of spoken English.

Classroom observation record

Number of teachers seen	9
Number of observations	9
Parts of programme(s) observed	General English morning and afternoon classes.

Comments

Nine out of the 14 teachers timetabled to teach during the week of the inspection were observed. The other six teachers were teaching on non-inspection days.

Teaching: classroom observation	Met
T23 Teachers demonstrate sound knowledge and awareness of the use of English and the linguistic systems underlying it, and provide appropriate models of both spoken and written English.	Met
T24 The content of the lessons shows that the course objectives, the learning needs and cultural backgrounds of the students have been taken into account.	Strength
T25 Lessons lead to relevant learning outcomes, made known to students and achieved through a coherent sequence of activities.	Met
T26 Teaching techniques are appropriate to the focus of the lesson and to the needs of the group and individual learners.	Met
T27 Teachers promote learning by the effective management of the classroom environment and resources.	Met
T28 Students receive appropriate and timely feedback on their performance during the lesson.	Met
T29 Lessons include activities to evaluate whether learning is taking place.	Met
T30 Teachers demonstrate the ability to engage students and create a positive learning atmosphere.	Met

Comments

T23 Overall teachers provided accurate clear oral and written models of the language. There were mostly effective and appropriate explanations of meaning. Oral models of the language included focus on individual words and sounds as well as connected speech. Occasionally written models on the board were not clear or accurate.

T24 All lesson plans included a student profile. Students' needs, styles and cultural backgrounds were taken into account in the planned learning outcomes, activities and in the lesson itself.

T25 Lessons were very well staged and structured and were made up of a set of activities which led to an appropriate learning outcome, although those outcomes were sometimes stated as student activity rather than student learning and development.

T26 In general, a good range of techniques were used appropriately and with confidence. Questioning techniques were used to good effect to consolidate, check and extend learning and understanding. In a minority of segments, techniques were limited.

T27 Materials were adapted to meet the needs of students and were free of errors. Instructions were generally very clear and checked.

T28 Feedback was mostly effective and was embedded within most classes. It was varied according to activities, and there were some good examples of monitoring and a range of feedback and correction methods as well as effective use of praise.

T29 The majority of classes consisted of activities with effective short assessment tasks integrated into them. There were some good examples of reference to language and errors from previous classes.

T30 In the majority of segments observed, teachers provided a supportive learning environment sometimes using humour to good effect. Classes were designed with the students in mind and offered them opportunities to practise and extend their use of the language.

Classroom observation summary

The teaching ranged from very good to satisfactory against the criteria with most being satisfactory. Teachers demonstrated grammatical awareness and generally provided appropriate models through their own speech and writing. Lessons were carefully planned with learners' needs and course objectives in mind. The techniques used were for the most part appropriate and classroom resources were managed competently. Teachers gave thought to the evaluation of learning and feedback to learners and created an atmosphere conducive to learning.

Welfare and student services

Care of students	Met
W1 Providers ensure the safety and security of students on their premises by measures appropriate to their age and background, and the location.	Met
W2 There is a comprehensive plan to respond to any emergency. This plan is known to all staff, and relevant elements are known to students.	Met
W3 Students receive pastoral care appropriate to their age, background and circumstances. All staff and students know the name(s) of the person or people who deal with students' personal problems.	Met
W4 There are policies to promote tolerance and respect, and procedures for dealing with any abusive behaviour. All staff and students are aware of these.	Met
W5 Where relevant, students receive a 24-hour emergency contact number for the provider, in writing.	Met
W6 Students receive in advance information on the most appropriate forms of transport between the point of entry to the UK and the provider or accommodation, including approximate costs.	Met
W7 Students receive advice on relevant aspects of life in the UK.	Met
W8 Students have access to adequate health care provision.	Met

Comments

All criteria in this area are fully met.

Accommodation (W9–W22 as applicable)	Met
All accommodation	
W9 Students have a comfortable living environment throughout their stay.	Met
W10 Arrangements for cleaning and laundry are satisfactory.	Met
W11 A responsible representative inspects all accommodation (for safety and suitability) before students are placed, and at least every two years after that.	Met

W12 Students receive written confirmation of accommodation booked, giving clear and accurate information.	Met
W13 There are effective procedures for identifying and resolving any problems students have with their accommodation.	Met
W14 Accommodation providers receive written confirmation of the rules, terms and conditions applied by the provider with respect to the provision of accommodation services.	Met
W15 Students receive meals as agreed; these offer a well-balanced diet, taking into account any reasonable dietary requirements students may have.	Met

Comments

At the time of the inspection 51 adult students were in residential accommodation and 25 were in homestay accommodation. A further 37 had arranged accommodation independently. Two students aged 16 to 17 were in homestay accommodation and one was staying with a family member. All criteria in this area are fully met.

<i>Accommodation: homestay only</i>	
W16 Homestay hosts accommodate no more than four students at one time.	Met
W17 Homestay hosts do not accommodate more than one student with the same language, unless the students, their agents, parents or legal guardians specifically request this in writing.	Met
W18 No more than two students share the same bedroom, unless the students, their agents, parents or legal guardians specifically request this in writing.	Met
W19 English is the language of communication within the homestay home.	Met
W20 Hosts ensure that there is an adult available to receive students on first arrival.	Met

Comments

All criteria in this area are fully met.

<i>Accommodation: other</i>	
W21 Students receive information about the implications of their living in private rented accommodation and advice in case of difficulties.	Met
W22 The provider monitors any other accommodation recommended, and booking and payment arrangements are clear.	N/a

Comments

All relevant items in this area are fully met.

Leisure opportunities	Met
W23 Students have appropriate information about and access to social, cultural and sporting events and activities which enhance their experience of studying in the UK.	Met
W24 The content of any leisure programme is appropriate to the age and interests of the students.	Met
W25 Any leisure programmes are well organised and sufficiently resourced.	Met
W26 There are effective systems to ensure the health and safety of students on all on-site and off-site activities.	Met
W27 Staff supervising sporting and leisure activities on or off-site have appropriate experience and training.	Met

Comments

All criteria in this area are fully met.

Safeguarding under 18s

Safeguarding under 18s	Need for improvement
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.	Not 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.	Not 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.	Not 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

There were three students aged 16 to 17 studying at the school at the time of the inspection. Two students were in homestay accommodation, and one was staying with a family member.

S3 Parents or guardians complete a parental consent form; however, this does not include details of the supervision of students aged 16 to 17.

S4 References for two members of staff were missing.

S6 There were no risk assessments in place for when students aged 16 to 17 travel from their homestays to school.

Declaration of legal and regulatory compliance

D1 The organisation certifies that it operates at all times in accordance with the declarations in the *Declaration of legal and regulatory compliance*.

The Accreditation Scheme requires accredited providers to comply with all applicable laws and regulations. Providers must take steps to ensure that they are aware of, and comply with, all existing and new legal requirements.

On initial application and annual renewal of accreditation, providers are required to confirm that they are complying with all applicable laws and regulations.

Inspectors will check a random sample of items during inspection, in relation to criterion D1; if they find evidence of a breach of statutory or other legal requirements, the provider will be required to submit evidence of compliance confirmed by the appropriate regulatory body.

Any breach of the law or regulations will be viewed seriously by the Scheme and may result in the withdrawal or withholding of accreditation.

Any sustained breach of the law or regulations which an accredited provider fails upon reasonable notice to remedy will result in accreditation being withdrawn.

Comments

D1 The items sampled were satisfactory.

Organisation profile

Inspection history	Dates/details
First inspection	N/a
Last full inspection	N/a
Subsequent spot check (if applicable)	April 2021
Subsequent supplementary check (if applicable)	N/a
Subsequent interim visit (if applicable)	N/a
Current accreditation status	Accredited by extension
Other related non-accredited activities (in brief) at this centre	Spanish and French lessons taught in the evening
Other related accredited schools/centres/affiliates	Part of Bayswater Education: 3 other UK schools, in London, Brighton, Bournemouth; and Bayswater Summer
Other related non-accredited schools/centres/affiliates	2 schools in Canada, 1 in Paris, 1 in Cape Town and an operation in Cyprus – English in Cyprus

Private sector

Date of foundation	1973
Ownership	Name of company: Bayswater College Limited Company number: 01998672
Other accreditation/inspection	BAC

Premises profile

Details of any additional sites in use at the time of the inspection but not visited/observed	N/a
Details of any additional sites not in use at the time of the inspection	N/a

Student profile	At inspection	In peak week (2022): July (organisation's estimate)
ELT/ESOL students (eligible courses)	At inspection	In peak week
Full-time ELT (15+ hours per week) 18 years and over	102	110
Full-time ELT (15+ hours per week) aged 16–17 years	3	6
Full-time ELT (15+ hours per week) aged under 16	0	0
Part-time ELT aged 18 years and over	11	9
Part-time ELT aged 16–17 years	0	9
Part-time ELT aged under 16 years	0	0
Overall total ELT/ESOL students shown above	116	134
Junior programmes: advertised minimum age	8	8
Junior programmes: advertised maximum age	17	17
Junior programmes: predominant nationalities	Omani	Omani, Saudi Arabian, Italian, Turkish
Adult programmes: advertised minimum age	16	16
Adult programmes: typical age range	16–32	16–32
Adult programmes: typical length of stay	4 weeks	4 weeks
Adult programmes: predominant nationalities	Saudi Arabian, Brazilian, Turkish	Saudi Arabian, Brazilian, Turkish

Staff profile	At inspection	In peak week (organisation's estimate)
Total number of teachers on eligible ELT courses	14	14
Number teaching ELT 20 hours and over a week	6	
Number teaching ELT under 20 hours a week	8	
Number of academic managers for eligible ELT courses	1	1
Number of management (non-academic) and administrative staff working on eligible ELT courses	5	
Total number of support staff	5	

Academic manager qualifications profile

Profile at inspection	
Professional qualifications	Number of academic managers
TEFLQ qualification	2
Academic managers without TEFLQ qualification or three years relevant experience	0
Total	2
Comments	

The academic managers were not teaching at the time of the inspection.

Teacher qualifications profile

Profile in week of inspection	
Professional qualifications	Number of teachers
TEFLQ qualification	6
TEFLI qualification	7
Holding specialist qualifications only (specify)	0
Qualified teacher status only (QTS)	1
Teachers without appropriate ELT/TESOL qualification	1
Total	15
Comments	
None.	

Accommodation profile

Number of students in each at the time of inspection (all students on eligible courses)		
Types of accommodation	Adults	Under 18s
<i>Arranged by provider/agency</i>		
Homestay	25	2
Private home	0	0
Home tuition	0	0
Residential	51	0
Hotel/guesthouse	0	0
Independent self-catering e.g. flats, bedsits, student houses	0	0
<i>Arranged by student/family/guardian</i>		
Staying with own family	0	1
Staying in privately rented rooms/flats	37	0
Overall totals adults/under 18s	113	3
Overall total adults + under 18s	116	