

Organisation name	Bayswater College Liverpool
Inspection date	12 October 2023
Current accreditation status	Accredited
Reason for spot check	Routine: newly accredited institution

Recommendation

We recommend continued accreditation. The next inspection falls due in 2026; there are no grounds for bringing this forward.

Changes to the summary statement

Courses for juniors (12+) in closed groups can be added.
The need for improvement in the area of safeguarding under 18s can now be removed.

New summary statement

The British Council inspected and accredited Bayswater College Liverpool in June 2022 and October 2023. 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).

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+) and under 18s (12+).

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

Updated summary inspection findings

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 organisation and in any leisure activities or accommodation provided.

Organisation profile

Inspection history	Dates/details
First inspection	June 2022
Last full inspection	June 2022
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	French and Spanish evening classes
Other related accredited schools/centres/affiliates	Bayswater schools in Bournemouth, Brighton and London
Other related non-accredited schools/centres/affiliates	Bayswater schools in France, Cyprus and Canada

Student and staff profile	At inspection	In peak week: July
Total ELT/ESOL student numbers (FT + PT)	172 FT; 9 PT	275 FT; 12 PT
Minimum age (including closed group or vacation)	12	12
Typical age range	18–24	18–24
Typical length of stay	6 weeks	4 weeks
Predominant nationalities	Brazilian, Kuwaiti, Saudi Arabian, Colombian, Turkish	Brazilian, Kuwaiti, Saudi Arabian, Colombian, Turkish
Total number of teachers on eligible ELT courses	16	19
Total number of managers including academic	5	5

Total number of administrative/ancillary staff	3	3
Premises profile		
Address of main site	42 Whitechapel, Liverpool L1 6DZ	
Additional sites in use	N/a	
Additional sites not in use	N/a	
Sites inspected	Whitechapel	

Introduction

Background

This was a routine spot check inspection of a newly-accredited institution. There was a particular focus on premises as changes had taken place within the building since the last inspection, and on aspects of safeguarding under 18s, as a need for improvement had been identified in that area (verification of systems for which documentation had previously been provided to demonstrate that weaknesses had been addressed).

Preparation

The inspector was sent relevant documents by the Accreditation Unit and contacted the school prior to the inspection to check the availability of key staff. Additional documentation was provided by the school.

Programme and persons present

The inspector arrived shortly before 12 noon and departed at 3pm. The majority of the time was spent viewing a range of documentation with the centre director; additional staff (the Director of Studies (DoS) and one of the student services executives (SSEs)) joined the meeting as required. The inspector viewed the premises and also met the remaining two SSEs, the ADoS and the accommodation manager. The student services manager (SSM) was on holiday. A brief focus group was held with three teachers, including the senior teacher.

Findings

Management

Since the last inspection there have been a number of staff and structural changes as the school's staff team has developed. The overarching role of Head of UK Centres no longer exists, as the school now has a centre director, in addition to the academic team of DoS, ADoS and senior teacher; the student services team of SSM and three SSEs, and the accommodation manager who is shortly to be joined by a new accommodation executive.

Premises and resources

The school has acquired an additional floor and reorganised itself within the same building, which is accessed from the street by entryphone. The reception is on the second floor, together with five classrooms and a student lounge area with a kitchen and small lending library. There is additional outside space which is not yet in use as it is being refurbished. On the third floor there are offices, a teachers' room and three further classrooms, and the fourth floor houses four more classrooms, a student breakout area, a prayer room and a kitchen. Toilets are available on all floors. The second and third floors have been recently refurbished, and the fourth floor is awaiting refurbishment in the near future. There is a lift (which was out of order on the day of the inspection) and stairs to all floors.

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 section were fully met.	

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 16 and 17 year-olds on all courses, as well as juniors from 12 in closed groups. On the day of the inspection, there were 19 under 18s in the school. All criteria in this area are now fully met.	

Action taken on points to be addressed

Points which must be addressed within three months

Management

M18 There is no evidence of the procedures in place between the group leader and the school for storing emergency contact information.

Addressed. Evidence of this was submitted to the Accreditation Scheme Advisory Committee (ASAC). Detailed procedures have been introduced to ensure that group leaders/agents obtain and provide this information. In addition, the school requires this information independently so that agent/group leader details are a back-up.

Safeguarding under 18s

S3 The parental consent form does not include details of the supervision of students aged 16 and 17.

Addressed. Evidence of this was submitted to ASAC. Parental consent forms have been updated to include clear details of the extent of supervision of under 18s.

S4 References for two members of staff were missing.

Addressed. Evidence of this was submitted to ASAC. All references have been checked, and a monthly compliance report is now in place to check for any gaps in records. All staff files sampled during this spot check inspection contained two references.

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

Addressed. Evidence of this was submitted to ASAC. A risk assessment has been produced and is being implemented.

Points which must be addressed within twelve months

Management

M5 It is not clear how feedback is shared with staff, analysed and whether or not action is taken and recorded as a result of it.

Addressed. Systems for dealing with feedback have been reviewed, and procedures for sharing, analysing and responding to feedback, as well as recording action taken, are clearly set out.

M10 Some staff files do not include references and validated qualifications.

Addressed. Evidence of this was submitted to ASAC. All references have been checked, and a monthly compliance report is now in place to check for any gaps in records. All staff files sampled during this spot check inspection contained two references and validated copies of qualifications.

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

Addressed. The pricelist has been added to the website.

M27 The website does not provide students with sufficient information about the type of accommodation, facilities provided or the distance and cost of travel in regard to homestays.

Addressed. A homestay factsheet has been added to the website.

Premises and resources

P9 The Wi-Fi is not reliable enough to allow teachers to access the internet in classes, nor for students and staff to access the school's e-learning app.

Addressed. The Wi-Fi system is now efficient and reliable.

P12 There are no policies or formalised procedures in place for reviewing and developing teaching and learning resources.

Addressed. A policy has been produced, and although it has not yet been in place long enough to be fully implemented, resources review forms part of monthly meetings with all DoSes. Meetings are minuted with action points.

Conclusions

The school has developed its staffing structure and continues to meet the requirements of the Scheme in all areas. All points to be addressed have been acted upon and systems improved.
