

Organisation name	Bayswater Summer, head office London
Inspection date	28 June – 1 July 2022

Section standards	
<b>Management</b> 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
<b>Premises and resources</b> 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
<b>Teaching and learning</b> 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
<b>Welfare and student services</b> 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
<b>Safeguarding under 18s</b> 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 continued accreditation with a spot check at the beginning of summer 2023 focusing on weaknesses in M18, W2, W8, S3, S4, S8. In addition, evidence must be submitted within three months to demonstrate that these weaknesses have been addressed. The required evidence was subsequently submitted.

Summary statement
<p>The British Council inspected and accredited Bayswater Summer in July 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 <a href="http://www.britishcouncil.org/education/accreditation">www.britishcouncil.org/education/accreditation</a> for details).</p> <p>This private language school offers courses in general English to under 18s.</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 Education took over Language Study Centres (LSC) in 2019 and rebranded it as Bayswater Summer (BS). All remaining team members of LSC joined Bayswater and systems, processes and teaching and learning materials were transferred across.

BS runs junior summer programmes for students aged 10–19 on two university campuses in Harrow (University of Westminster) and Greenwich (University of Greenwich). In the summer of 2022 BS is also running courses at Bayswater College (BC) premises in Brighton, London and Liverpool.

The operation was first inspected in 2016 and spot checked in 2018 as LSC Stanton and subsequently spot checked as BS in 2019 following the acquisition of LSC Stanton by Bayswater Education. The organisation had an interim inspection in Summer 2021.

Summer programmes ran in 2019 at a pop-up centre in central London, the University of Hertfordshire and the University of Nottingham, but not in 2020 or 2021 due to the global pandemic. During that period, the organisation has reviewed the operation, introduced a new website and appointed new team members including a commercial director to lead the department and an operations manager to oversee the operations.

The inspection took place over three and a half days. The first and fourth days focused on head office, were held remotely and comprised meetings with the director, operations manager, academic development manager, academic and recruitment manager, global sales director and marketing manager. The second day was hosted by the London school and meetings were held with the acting director of studies, operations manager, summer coordinator, activity manager and a representative from the British Council registered accommodation agency that the school works with. The third day was spent at the University of Greenwich campus and inspectors met with the centre manager, director of studies, activity manager, student welfare manager and the host institution's liaison person. One inspector visited the residential accommodation at Greenwich. At both centres, separate focus groups were held with students, teachers and group leaders.

## Address of main site/head office

167 Queensway, London W2 4SB

## Description of sites visited/observed

### London

The head office and London year-round centre are situated in BC's school located in central London. The school premises consist of the four upper floors of a five-storey building with a total of 15 classrooms. BS has exclusive use of the fourth floor. The first, second and third floors include a reception area, offices, two staff rooms, as well as classrooms for BC students. On the fourth floor, there are four classrooms, an office, toilets, and a central social area containing tables and chairs and table football. There is a lift with access to all floors which was not in use at the time of the inspection. BS London has a staggered timetable to avoid contact with the adult students.

### Greenwich

The Greenwich centre is located at The Old Royal Naval College campus of the University of Greenwich. The college is a world heritage site, on the edge of the river Thames in the centre of Greenwich. The course is based in the Queen Anne building in the centre of the campus. The course office is on the ground floor, with one classroom on the ground floor and a further three on the third floor. There are toilets for student use on both floors. Students take all their meals in a cafeteria, a short walk from the teaching block. BS arranges use of some additional rooms and facilities for social activities.

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 type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
General ELT for juniors (under 18)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" 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

Both centres run general English courses for students aged 12–19. In addition, the Harrow campus runs an entrepreneurial course.

### Management profile

The managing director and the director sit on the board of BE. The board meets regularly, every two months on average, to provide strategic oversight and hold the management to account.

The commercial director is accountable for the running of BS. At the time of inspection, he was on leave and the director was responsible in his absence. The operations manager is responsible for the operations of BS and the centre managers report to her. There is further head office support from the academic development manager and the academic recruitment manager. In addition, BS programmes running in BC schools are run by an operations lead and local director of studies. Sales and marketing are supported by the global sales director.

At a local level, in each of the year-round centres there is a director of studies or senior teacher responsible for the academic programme and managing the teachers. At each of the university centres there is a centre manager, director of studies, welfare manager and activities manager.

### Accommodation profile

At the London centre homestay accommodation is arranged by an agency registered with the British Council. Some of the students are day pupils who are staying with their parents in London. At the Greenwich centre accommodation is in a university residence, close to the campus, within a few minutes' walk of the classrooms. All rooms are single and ensuite, arranged in flats of five or six rooms with a common kitchen.

### Summary of inspection findings

#### Management

The provision meets the section standard. The management of the provision operates to the benefit of the students and in accordance with the provider's very clearly stated goals and values. The structure of the organisation is clear, although management and staffing levels are not sufficient leading to unsatisfactory communication. Staff management and development are mostly good although recruitment policies are not fully implemented, and induction is not planned or delivered in a systematised way. Overall, student administration is carried out effectively. Publicity is accurate and gives rise to realistic expectations.

#### Premises and resources

The provision meets the section standard. The premises provide students and staff with a comfortable professional environment for work and relaxation. The range and quality of learning and teaching resources varies from good in London to unsatisfactory in Greenwich.

#### 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 overall the courses are managed to provide good outcomes to students. The teaching observed met the requirements of the Scheme.

#### Welfare and student services

The provision meets the section standard. Overall, the needs of the students for security, pastoral care, information and leisure activities are met. Students benefit from well-managed student services and suitable accommodation.

#### Safeguarding under 18s

The provision meets the section standard overall. There are appropriate policies in place for the safeguarding of students under 18 within the centres, during the leisure activities and in the accommodation. However, some of the procedures relating to recruitment and communication with parents/guardians have not been fully and consistently implemented. There is a need for improvement in *Safeguarding under 18s*.

#### Declaration of legal and regulatory compliance

The items sampled were satisfactory.

**Evidence****Management**

<b>Strategic and quality management</b>	<b>Met</b>
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.	Not 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.	Not 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.	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.	Met

**Comments**

M1 The organisation has a very clear statement of values which was developed collaboratively with staff. It is visible around the schools, clearly communicated and well understood.

M2 There are very clear objectives for the school and the organisation with well-defined lines of responsibility and mechanisms for reviewing them.

M3 At the time of the inspection, management, staff, systems and resources were not sufficient to ensure that the provision is managed effectively across the centres.

M4 Communication is effective in the London school. However, it has been affected by staff and management shortages in Greenwich and is not consistent, systematic nor planned.

<b>Staff management and development</b>	<b>Met</b>
M8 The provider implements appropriate human resources policies, which are made known to staff.	Met
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.	Not met
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.	Met
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**

M10 While recruitment systems are generally appropriate, some documentation, including references and validated qualifications are not on file.

M11 Staff and management induction procedures are not written and are not recorded systematically, meaning that induction is inconsistent, particularly for teachers, activity staff and management in Greenwich.

<b>Student administration</b>	<b>Met</b>
M14 Staff are helpful and courteous to students and their representatives, and provide satisfactory levels of customer service.	Strength
M15 Students or their representatives receive sufficient information and advice on their course choices before arrival and during their stay.	Met
M16 Staff carry out enrolment, cancellation and refund procedures efficiently, fairly, and with appropriate sensitivity.	Met

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
<b>Comments</b>	
M14 Customer service is excellent, with very good levels of feedback from students and group leaders regarding the helpfulness of all staff.	
M18 At both centres, some students' local or emergency contact details were not up to date or accessible.	

<b>Publicity</b>	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
<b>Comments</b>	
The main medium of publicity is the BS website. This includes some fact sheets. In addition, the school has a social media presence.	
M25 Information about costs is not included on the website.	
M27 Information on homestay accommodation does not provide students with all of the required information about the type of accommodation, facilities provided or cost of travel. In addition, it does not state that homestay is managed by an agency.	

## Premises and resources

<b>Premises and facilities</b>	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
<b>Comments</b>	
All criteria in this area are fully met.	

<b>Learning resources</b>	<b>Met</b>
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.	Not met
P8 There are appropriate resources for teachers, which are adequate in number, accessible, and well maintained and organised.	Not 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.	Met
P10 Any facilities provided for additional or independent learning are appropriately equipped and organised.	N/a
P11 Students receive guidance on the use of any resources provided for independent learning.	N/a
P12 There is a policy for the continuing review and development of teaching and learning resources, and evidence of its implementation.	Met

#### **Comments**

P7 There are no resources available to supplement coursebooks at the Greenwich centre.  
P8 There are insufficient printing and photocopying facilities for staff to use at the Greenwich centre.

### **Teaching and learning**

<b>Academic staff profile</b>	<b>Met</b>
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 fully met.

<b>Academic management</b>	<b>Met</b>
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 There is excellent day-to-day support from academic managers. They are available with good advice and assistance and teachers spoke very positively about the support that they receive.

<b>Course design and implementation</b>	<b>Met</b>
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.	Not 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

T13 Written course outlines are not available to the students. There is a map of the book, but there was no evidence of students' attention being drawn to it.

<b>Learner management</b>	Met
T17 There are effective procedures for the correct placement of students, appropriate to their level and age.	Met
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

All criteria in this area are fully met.

#### Classroom observation record

Number of teachers seen	7
Number of observations	7
Parts of programme(s) observed	General English

#### Comments

Seven of the eight teachers who were teaching during the week of inspection were observed.

<b>Teaching: classroom observation</b>	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.	Met
T25 Lessons lead to relevant learning outcomes, made known to students and achieved through a coherent sequence of activities.	Not 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 demonstrated a satisfactory level of knowledge and awareness of grammatical and lexical systems and provided accurate and clear models of the language. In better segments, knowledge of phonological system and the meaning of incidental vocabulary was demonstrated effectively. However, in weaker segments oral language was not modelled appropriately.

T24 The course content was mostly based on a coursebook and was satisfactory overall. The needs of the group in relation to their level and ability were being met and there were examples of differentiation to meet a range of needs.

T25 While there was a link between activities and aims, in most classes learning outcomes were not made known to students. Outcomes were often stated as student activities and were not student focused.

T26 Teachers mostly used effective techniques for questioning, eliciting, illustrating and checking meaning; setting up meaningful practice activities with confidence.

T27 Resources were used effectively and included coursebooks, videos and poster making. There was some highly effective use of AV equipment. In some classes students were not seated in mixed nationalities or were seated in rows, which made the classes feel a little static.

T28 Some very effective monitoring was observed, and this was usually accompanied by appropriate use of feedback to individual students. In addition, students received a lot of encouragement and praise as well as some developmental feedback with follow-up practice.

T29 The success of learning was evaluated by the completion of short tasks which followed on from each other. Teachers generally checked in on student understanding before moving to the next activity.

T30 Teachers made learning thought provoking and personalised, ensuring that there was generally a positive and purposeful atmosphere in the lessons; most students were engaged and responsive.

### Classroom observation summary

The teaching observed met the requirements of the Scheme, ranging from good to unsatisfactory against the criteria, with the majority being satisfactory. Teachers demonstrated grammatical awareness and generally provided appropriate models through their own speech and writing. Lessons were planned with learners' needs in mind, although learning outcomes were not stated clearly nor shared appropriately. The techniques used were for the most part appropriate to the age range, and classroom resources were managed well. The evaluation of learning was effective, as was feedback to learners. Teachers 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.	Not 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.	Strength
W8 Students have access to adequate health care provision.	Met

### Comments

W2 Information about evacuation in case of fire is given at induction and there are regular fire drills at both centres: quarterly at Bayswater London and once a week at the Greenwich centre. There is a plan to respond to other types of emergency. However, staff at the Greenwich centre had not been made sufficiently aware of its contents.

W7 A good range of information and advice on relevant aspects of life in the UK is given in the student handbook which is available before arrival.

W8 This criterion is met overall. There is first aid provision at both centres. At the Greenwich residence there is always a member of university staff on duty who is first aid trained. However, there is only one member of Bayswater staff with first aid training at Greenwich.

<b>Accommodation</b> (W9–W22 as applicable)	Met
<i>All accommodation</i>	
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.	Strength
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
<b>Comments</b>	
W13 There is evidence that effective procedures are in place for identifying and quickly resolving any problems students have with their accommodation.	
<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
<b>Comments</b>	
Homestay accommodation for the London centre is arranged by an agency registered with the British Council; criteria W16–W20 are all 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.	N/a
W22 The provider monitors any other accommodation recommended, and booking and payment arrangements are clear.	N/a
<b>Comments</b>	
None.	
<b>Leisure opportunities</b>	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.	Strength
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
<b>Comments</b>	
W24 At both centres students are offered a varied and interesting programme of visits and activities. Excellent use is made of attractions in London, and weekend trips to places such as Oxford, Cambridge and Brighton are popular.	

## 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.	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.	Not met

### Comments

The advertised age range is 12–15, 16–19 at both centres. At Bayswater London all students were aged under 18. At Greenwich seven students were aged 18–19.

S3 Changes were made to the parental consent forms during the time of the inspection to make the supervision arrangements clearer and to include a question about the parents'/guardians' level of English. Parents are asked to return the form before the start of the course and information contained in the form is added to a spreadsheet used to arrange accommodation and to record emergency contact details. Completed forms are sometimes brought by the group leaders. However, at Greenwich parental consent forms were not readily available to the centre manager for all students, including for some without a group leader.

S4 Two references had not been obtained for all members of staff working with the under 18s. One of the group leaders did not have evidence of a police check in her country.

S8 At both centres, emergency contact details for some students were not readily available to the local centre manager. During the time of the inspection the necessary information was sought and obtained.

### 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: multicentre

Inspection history	Dates/details
First inspection	2005

Last full inspection	2019
Subsequent spot check (if applicable)	N/a
Subsequent supplementary check (if applicable)	October 2021
Subsequent interim visit (if applicable)	N/a
Current accreditation status	Accredited
Other related non-accredited activities (in brief) by this multicentre organisation	N/a
Other related accredited schools/centres/affiliates	Bayswater College Brighton, Bournemouth, Liverpool and London
Other related non-accredited schools/centres/affiliates	Bayswater College Cyprus

#### Private sector

Date of foundation	16 June 1999
Ownership	Name of company: Language Study Centres Limited Company number: 03790349
Other accreditation/inspection	N/a

#### Premises profile

Address of Head Office (HO)	167–171 Queensway, London W2 4SB
Name and location of centres offering ELT at the time of the inspection but not visited	Liverpool: 42 Whitechapel, Liverpool L1 6DS Brighton: 61 Western Road, Hove BN3 1JD
Name and location of any additional centres not open or offering ELT at the time of the inspection and not visited	Harrow: University of Westminster, Harrow Campus, Watford Road, Northwick Park, Middlesex HA1 3T

#### DATA ON CENTRES VISITED

1. Name of centre	Bayswater London
2. Name of centre	University of Greenwich
3. Name of centre	N/a
4. Name of centre	N/a
5. Name of centre	N/a

Student profile	Totals at inspection: centres visited				
Centres	1	2	3	4	5
<b>ELT/ESOL students</b>	At inspection				
18 years and over	0	7			
17 years and under	41	58			
<b>Overall total</b>	<b>41</b>	<b>65</b>			
U18 programmes: advertised minimum age(s)	12–19	12–19			
U18 programmes: advertised maximum age(s)	12–19	12–19			
Predominant nationalities	Italian, Brazilian				

Staff profile at centres visited	At inspection				
Centres	1	2	3	4	5
Total number of teachers and academic managers on eligible ELT courses	5	4			
Total number of activity managers and staff	2	4			
Total number of management (non-academic) and administrative staff	3	2			

Total number of support staff	0	0			
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#### Academic manager qualifications profile at centres visited

Profile in week of inspection: at centres visited	Total number of academic managers				
Centres	1	2	3	4	5
TEFLQ qualification and 3 years' relevant experience	1	1			
Academic managers without TEFLQ qualification or 3 years' relevant experience	0	0			
<b>Total</b>	1	1			
Comments					

None.

#### Teacher qualifications profile at centres visited

Profile in week of inspection at centres visited	Total number of teachers				
Centres	1	2	3	4	5
TEFLQ qualification	1	1			
TEFLI qualification	3	2			
Holding specialist qualifications only (specify)	0	0			
YL initiated	0	0			
Qualified teacher status only (QTS)	0	0			
Teachers without appropriate ELT/TESOL qualifications	0	0			
<b>Total</b>	4	3			
Comments					

None.

#### Accommodation profile

Numbers of students in each type of accommodation at time of inspection: at centres visited										
<i>Arranged by provider/agency</i>	Adults					Under 18s				
Centres	1	2	3	4	5	1	2	3	4	5
Homestay	0	0				31	0			
Private home	0	0				0	0			
Home tuition	0	0				0	0			
Residential	0	7				0	58			
Hotel/guesthouse	0	0				0	0			
Independent self-catering e.g. flats, bedsits, student houses	0	0				0	0			
<i>Arranged by student/family/guardian</i>	Adults					Under 18s				
Staying with own family	0	0				10	0			
Staying in privately rented rooms/flats	0	0				0	0			
Adults						Under 18s				
<b>Overall totals</b>	0	7				41	58			

Centres	1	2	3	4	5
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Overall total adults + under 18s	41	65			
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