



Organisation name Bournemouth City College		
Inspection date	28–29 January 2020	
Section standards		
	e provision operates to the benefit of the students, and in ovider's stated goals, values, and publicity.	Met
for work and relaxation	students and staff with a comfortable and professional environment . A range of learning resources is available, appropriate to the age nts. Guidance on the use of these resources is provided for staff	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
leisure activities. Stude	services e needs of the students for security, pastoral care, information and nts benefit from well-managed student services, including, where tivities and suitable accommodation.	Met
	8s ovision for the safeguarding of students under the age of 18 within any leisure activities or accommodation provided.	N/a

Recommendation

We recommend accreditation for an initial period of one year; with a spot check in the first year to determine whether accreditation should be extended beyond this period. Evidence must be submitted within three months to demonstrate that weaknesses in W1 and W2 have been addressed.

Summary statement

The British Council inspected and accredited Bournemouth City College in January 2020. 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+).

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

Introduction

Bournemouth City College (BCC) was founded by the current managing director (MD) in 2007. The school initially offered student accommodation and English language courses, but switched to focus solely on accommodation between 2012 and 2019. In October 2019, BCC recommenced English language classes. At this point, the MD appointed the management team, including a director of studies (DoS). An assistant director of studies (ADoS) was appointed in January 2020.

Currently, the school caters almost exclusively for the local market. All students are 18 years of age or over. The school arranges accommodation for some students in a variety of residences managed by BCC.

The inspection was carried out by two inspectors and took place over one and a half days and a part day. Meetings were held with the MD, DoS and ADoS, the office/welfare manager (OWM) and the accommodation/health and safety manager (AHSM). Focus group meetings were held with students and teachers. Both teachers working during the inspection were observed by each inspector. One of the inspectors visited four residences.

Address of main site/head office

Victoria Chambers, 27 Fir Vale Road, Bournemouth BH1 2JN

Description of sites visited

The school occupies the ground and first floors of a centrally located four-storey building. The school shares the building with three other businesses, as well as residential flats in the basement.

The entrance to the building is on the ground floor, with access from the street. The management office, a meeting room and a kitchenette are on the ground floor. A staircase provides access to the first floor. On the first floor there are two classrooms, an administration office, a staffroom and the DoS's office. The first floor also comprises a student relaxation area with seating, a television, a library and tea and coffee making facilities. There are three toilets available for students and staff.

Course profile	Year round		Vacatio	Vacation only	
	Run	Seen	Run	Seen	
General ELT for adults (18+)	\square	\square			
General ELT for adults (18+) and young people (16+)					
General ELT for juniors (under 18)					
English for academic purposes (excludes IELTS preparation)					
English for specific purposes (includes English for Executives)					
Teacher development (excludes award-bearing courses)					
ESOL skills for life/for citizenship					
Other					
Comments					

Comments

The school offers year-round general English courses. Courses run for three hours in the morning twice per week and three hours in the afternoon five days per week. Students can study 15 or 21 hours per week.

Management profile

The MD/owner is based in the school and has overall responsibility. He manages all members of the management team. The AHSM has been working with the school for two years, manages all aspects of the school's accommodation, and is responsible for health and safety throughout the residences and the school building. The OWM is responsible for administrative matters, and takes the lead on student welfare. The DoS manages the academic programme including the teachers. He is supported by the ADoS.

Accommodation profile

The school offers accommodation in a number of student residences, four of which are within five minutes' walking distance of the school; the furthest is about thirty minutes' walk away. The management of the residences, including

their refurbishment and safety measures, is the responsibility of the school, in co-operation with the landlord, and in some cases an agency working with the landlord. Rooming arrangements for all tenants are made by the school. At the time of the inspection six students were accommodated across the four residences nearest to the school. The provision consists of a mix of flats with two or more bedrooms per flat, and single or double rooms, some of which are ensuite. All of the other tenants in the residences are aged 18 or over. No other accommodation is offered by the school.

Summary of inspection findings

Management

The provision meets the section standard. The management of the school operates to the benefit of the students and in accordance with the provider's goals and values, and their publicity. The structure of the organisation is clear, communication is good and student administration is carried out effectively.

Premises and resources

The provision meets the section standard. The premises provide students and staff with a comfortable, pleasant 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 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 overall the courses are managed to provide the maximum possible benefit to students. The teaching observed met the requirements of the Scheme.

Welfare and student services

The provision meets the section standard. The provision meets most of the needs of the students for security, pastoral care and information. Students benefit from the student services offered, including leisure activities and accommodation.

Safeguarding under 18s

No students under the age of 18 are accepted.

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.	Met
M2 The management has clear objectives for the future of the organisation and has realistic plans to achieve them.	Not met
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.	Strength
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.	Not met
Comments	

M2 Objectives and plans are explicit and in writing, but they do not set out steps needed to be taken or specify a time frame for action.

M4 There is evidence of regular formal and informal communication. A variety of minuted meetings are held according to a timetable which is shared with all staff. Staff reported that they feel well informed and engaged. M7 There is no evidence of reflection and action planning with a view to continuing improvement. The self-evaluation submitted prior to inspection does not demonstrate an awareness school performance measured against the criteria.

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.	Met
M11 There are effective induction procedures for all staff.	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

M8 Human resources policies are comprehensive and made known to staff. Staff feel valued and supported, and the school has a good working environment.

Met
Met
Met
Met
Not met
Met
Strength
Met
Met

Comments

M17 Records of enrolment and payment are kept in hard copy and in documents saved on the administration manager's computer. Some records are out of date and there are discrepancies between the two sets of records. M19 Students and staff have clear guidance on the policy and procedures for absence. There is evidence of a prompt systematic follow-up of attendance problems.

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.	Not 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.	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.	N/a
M27 Publicity gives an accurate description of any accommodation offered.	Met
M28 Descriptions of staff qualifications are accurate.	Met
M29 Claims to accreditation are in line with Scheme requirements.	N/a

Comments

The school's publicity consists of a brochure, a website and social media platforms. The social media platforms have not been updated for more than 12 months. The main medium of publicity is the website. M22 Publicity advertises courses at levels which the school does not yet run. Publicity includes unsubstantiated claims about teaching, for example stating that the school uses the latest techniques.

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.	Strength
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

P2 Classrooms are spacious and quiet with good natural light, providing an excellent learning environment.

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.	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	

P12 There is no policy for reviewing resources to ensure that they meet the needs of students.

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.	Strength

Comments

T4 Both members of the academic management team are TEFLQ. Between them, they have extensive experience in a range of different teaching and academic management contexts.

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.	Strength
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	

Comments

T7 There is ample cover provision with at least one cover option on site at all times.

T9 Good day-to-day guidance is provided for teachers by the academic management team, as well as the wider management team. Support includes informal meetings for dealing with specific classroom issues identified by teachers.

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.	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 Students are not provided with appropriately written weekly plans or course outlines.

Learner management	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	2	
Number of observations	4	
Parts of programme(s) observed	All	
Comments		

None.

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.	Met
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
Commente	

Comments

T23 In general, examples and explanations were relevant and concise. Spoken and written language was modelled accurately and appropriately.

T24 In most cases, class profiles were personalised and sensitive to all aspects of learners' needs, including pace. However, in a minority of cases, the lesson plan made no reference to learner needs, and there was no learner or class profile.

T25 With a few exceptions, learning was made up of a clear set of activities around a single topic with clear outcomes and movement from the familiar to the unfamiliar. Plans incorporated flexibility to meet learners' needs and objectives. However, in a minority of cases, learning outcomes were not clear and there was a lack of signposting for learners to understand where they were in relation to the lesson objectives.

T26 Teachers used a variety of techniques with confidence, including setting up pair and group work and encouraging students to support each other's learning.

T27 Environment and resources were managed effectively. Instructions were clear and audio-visual resources were used competently.

T28 Feedback was mostly integrated into activities, meaningful and helpful. In general, there was a lack of evidence of feedback on pronunciation.

T29 In most cases, lessons were made up of shorter activities, offering learners and the teacher opportunities to evaluate learning. Teachers mostly used concept checking to good effect. In a minority of cases, there was less evidence of the evaluation of learning.

T30 Teachers used humour, personalisation and managed a good balance of student and teacher talking time to ensure high levels of engagement.

Classroom observation summary

The teaching observed met the requirements of the Scheme. Against the criteria, teaching was judged to be satisfactory. Teachers demonstrated grammatical awareness and generally provided appropriate models through their own speech and writing. In most cases, lessons had been well planned with learners' needs and course objectives in mind. The techniques used were for the most part appropriate to learners' needs, and classroom resources were managed competently. In most lessons teachers paid attention to the evaluation of learning and feedback to learners and created an atmosphere conducive to learning.

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.	Not 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.	Strength
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	

W1 In general, appropriate measures are in place to ensure the safety and security of students and staff. Fire risks have been assessed but other risks associated with the premises have not been formally assessed, and two main entrances, to the school and to a residence, were identified as being vulnerable to intruders.

W2 A major incident procedure is not in place for the school or the residences, or for when students are off site. W3 The school offers a high level of pastoral care, and has a very good health and wellbeing policy that is explicit and made known to students.

W4 There are appropriate policies to promote tolerance and respect, and for dealing with abusive behaviour, but the information for students needs to be expressed more clearly.

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.	Strength
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.	N/a

Comments

W11 The accommodation officer has had several years' management experience in a language school and visits each residence several times a week to make appropriate checks.

Accommodation: homestay only	
W16 Homestay hosts accommodate no more than four students at one time.	N/a
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.	N/a
W18 No more than two students share the same bedroom, unless the students, their agents, parents or legal guardians specifically request this in writing.	N/a
W19 English is the language of communication within the homestay home.	N/a
W20 Hosts ensure that there is an adult available to receive students on first arrival.	N/a
Comments	

None.

Accommodation: other	
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 applicable criteria 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.	Strength
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	

W25 The leisure programme is varied, responsive to students' interests, and has teacher involvement for the three school-based activities a week. Two evenings a week there are offsite activities, organised after discussions with students. Weekend excursions are provided by tour partners.

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	January 2020
Last full inspection	N/a
Subsequent spot check (if applicable)	N/a
Subsequent supplementary check (if applicable)	N/a
Subsequent interim visit (if applicable)	N/a
Current accreditation status	Not accredited
Other related non-accredited activities (in brief) at this centre	N/a
Other related accredited schools/centres/affiliates	N/a

Other related non-accredited schools/centres/affiliates	N/a

Private sector	
Date of foundation	6 July 2007
Ownership	Bournemouth City College Ltd Company number: 6304701
Other accreditation/inspection	N/a

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

Student profile	At inspection	In peak week: 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	12	48
Full-time ELT (15+ hours per week) aged 16–17 years	0	0
Full-time ELT (15+ hours per week) aged under 16	0	0
Part-time ELT aged 18 years and over	5	7
Part-time ELT aged 16–17 years	0	0
Part-time ELT aged under 16 years	0	0
Overall total ELT/ESOL students shown above	17	55
Junior programmes: advertised minimum age	N/a	N/a
Junior programmes: advertised maximum age	N/a	N/a
Junior programmes: predominant nationalities	N/a	N/a
Adult programmes: advertised minimum age	18+	18+
Adult programmes: typical age range	25–32	25–32
Adult programmes: typical length of stay	12 weeks	12 weeks
Adult programmes: predominant nationalities	Spanish	Saudi Arabian

Staff profile	At inspection	In peak week (organisation's estimate)
Total number of teachers on eligible ELT courses	2	4
Number teaching ELT 20 hours and over a week	0	
Number teaching ELT under 19 hours a week	2	
Number of academic managers for eligible ELT courses	2	2
Number of management (non-academic) and administrative staff working on eligible ELT courses	3	
Total number of support staff	1	

Academic manager qualifications profile

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

The DoS teaches nine hours per week.

Teacher qualifications profile

Profile in week of inspection

Professional qualifications	Number of teachers
TEFLQ qualification	0
TEFLI qualification	2
Holding specialist qualifications only (specify)	0
Qualified teacher status only (QTS)	0
Teachers without appropriate ELT/TESOL qualification	0
Total	2
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	
Arranged by provider/agency			
Homestay	0	N/a	
Private home	0	N/a	
Home tuition	0	N/a	
Residential	7	N/a	
Hotel/guesthouse	0	N/a	
Independent self-catering e.g. flats, bedsits, student houses	0	N/a	
Arranged by student/family/guardian			
Staying with own family	0	N/a	
Staying in privately rented rooms/flats	10	N/a	
Overall totals adults/under 18s	17	N/a	
Overall total adults + under 18s	17		