

Organisation name	Bournemouth City College
Inspection date	5 July 2022
Current accreditation status	Accredited
Reason for spot check	Signalled: check provision not seen at first inspection and assess whether or not accreditation should be continued beyond initial 12-month period.

## Recommendation

We recommend continued accreditation; accreditation should be extended beyond the initial 12-month period. However, evidence must be submitted within three months to demonstrate that weaknesses in S4 and *Publicity* have been addressed. The required evidence was subsequently submitted. The next inspection falls due in 2024; there are no grounds for bringing this forward.

## Changes to the summary statement

Summer vacation courses and closed groups for adults (18+) and young people (16+) can be added.  
A need for improvement in *Publicity* should be added.

## New summary statement

The British Council inspected and accredited Bournemouth City College in January 2020 and 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 [www.britishcouncil.org/education/accreditation](http://www.britishcouncil.org/education/accreditation) for details).

This private language school offers general English for adults (18+) and summer vacation courses and closed groups for adults (18+) and young people (16+).

The inspection report noted a need for improvement in the area of publicity.

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

## Updated summary 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. There is a need for improvement in *Publicity*.

### Premises and resources

None.

### Teaching and learning

None.

### Welfare and student services

None.

### 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. Some procedures related to safer recruitment need to be improved.

### Declaration of legal and regulatory compliance

None.

## Organisation profile

Inspection history	Dates/details
First inspection	2020
Last full inspection	2020
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	Bcc rooms, the accommodation department of Bournemouth City College, manages a number of additional residences in Bournemouth.
Other related accredited schools/centres/affiliates	N/a
Other related non-accredited schools/centres/affiliates	N/a

Student and staff profile	At inspection	In peak week: July
Total ELT/ESOL student numbers (FT + PT)	<b>25</b>	<b>30</b>
Adults (18 and over)	12	17
Under 18s	13	13
Minimum age (including closed group or vacation)	16	16
Typical age range	16–65	16–65
Typical length of stay	4 weeks	4 weeks
Predominant nationalities	Omani	Omani
Total number of teachers on eligible ELT courses	2	3
Total number of managers including academic	4	4
Total number of administrative/ancillary staff	2	2

Premises profile	
Address of main site	Victoria Chambers, 27 Fir Vale Road, Bournemouth BH1 2JN
Additional sites in use	N/a
Additional sites not in use	N/a
Sites inspected	The school premises and a residence (Arlington, Exeter Park Road, Bournemouth BH2 5BD) where three under 18s and their agents/group leaders were staying.

## Introduction

### Background

Bournemouth City College (BCC) was founded in 2007 and first inspected in January 2020. The school was due to have a routine spot check within 12 months, but this was postponed due to the global pandemic. The school had informed the Unit in 2022 that it would be accepting 16 and 17 year-olds on adult courses in the summer. After the spot check, the inspector was informed that 16 and 17 year-olds would only be accepted in closed groups and on summer vacation courses.

The purposes of the spot check were to:

- provide a general update on the school since accreditation was awarded
- review safeguarding under 18s section.
- recommend whether or not accreditation should be continued beyond the initial 12-month period.

At the time of the inspection, the school was providing general English morning classes to adults (18+) and young learners (16+), evening ESOL classes and online group classes to five students in India. The school offers self-catering residential accommodation in two school buildings in the centre of Bournemouth (Arlington and Lampton).

### Preparation

The inspector received documentation from the Accreditation Unit, including spot check briefing information and the first inspection report, and he looked at the school's website. He spoke with the managing director of BCC by phone and subsequently received most but not all of the additional information requested.

### Programme and persons present

The inspector spoke with the managing director, the office manager/welfare officer, the accommodation manager, the Director of Studies, and the two agents/group leaders of an Omani group, who comprised a significant proportion of the school's students. He conducted focus groups with the two teachers and with under-18 students and looked at documentation, primarily related to safeguarding under 18s. The inspector also visited the school residence that was accommodating three under 18s.

### Findings

#### Management

The managing director is assisted by the office manager, the accommodation manager of the two school residences and the Director of Studies. Communication was working well at the time of the spot check and appropriate feedback was being obtained from students.

Publicity	Need for improvement
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.	Not met
M24 Publicity gives clear, accurate and easy-to-find information on the courses.	Not 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.	Met
M28 Descriptions of staff qualifications are accurate.	Not met
M29 Claims to accreditation are in line with Scheme requirements.	Met

#### Comments

Publicity consists of a website and a downloadable brochure.

M23 There are a number of typos on the website and in the school documentation, some of which is accessible via the website.

M24 The website section for the vacation courses does not give the total number of hours per week. In most places, including the brochure, this is also the case for other courses.

M25 Costs are generally made clear but only the minimum price and not the range of the prices of additional trips is given. Examination fees are also not provided.

M28 Teachers are described as 'highly qualified' and 'highly skilled' which is not accurate for all of them.

### Premises and resources

The school occupies the ground and first floors of a centrally located four-storey building. The school shares the building with other businesses. The entrance to the building is on the ground floor, with access from the street, where there is a management office. A staircase provides access to the first floor. Rooms on the first floor include two classrooms, an administration office, a staffroom and the DoS office. The first floor also comprises a student relaxation area with seating, a television, a library and tea and coffee making facilities.

### 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.	Not 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.	Met

#### Comments

BCC has started this year to accept under 18s on summer vacation courses. At the time of the inspection there were 13 under 18s on adult courses; some were staying in a school residence, others in homestay accommodation organised by their agent/group leader.

S1 The school has a detailed safeguarding policy which includes the names of the designated safeguarding lead and their deputy.

S2 One senior manager had not completed safeguarding training at the time of the inspection. This was completed immediately after the visit and is no longer a point to be addressed.

S3 The school requires the parents/guardians of under 18s to complete a parental consent form (PCF). Although this document specifies in different places most of the times when students may be unsupervised, at the time of the inspection, this information needed to be made clearer. The PCF was subsequently amended and is no longer a point to be addressed.

S4 Although two references were on file for most but not all staff, in most cases references did not comment on the person's suitability or unsuitability to work with under 18s. Amended references were sent shortly after the inspection, but the school procedures for obtaining references that include reference to staff suitability for working with under 18s are insufficiently robust. Enhanced suitability checks for two managers had not been received at the time of the inspection. The agents/group leaders did not provide any evidence that they had been police checked.

S5 There are suitable arrangements for the safety and security of students during lessons and scheduled activities.

S6 The revised agreements with agents and parents make it clear that the school is not responsible for students outside scheduled activities, unless students use BCC's residential accommodation.

S7 At the time of the inspection, under 18s in the residence were appropriately supervised by their agents.

#### Action taken on points to be addressed

##### *Points which must be addressed within three months*

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

W1 Risks associated with the premises other than fire risks have not been formally assessed, and two main entrances, to the school and to a residence, were identified as being vulnerable to intruders.

**Addressed. Appropriate information was sent to the Accreditation Unit to demonstrate that these points had been addressed.**

W2 A major incident procedure is not in place for the school or the residences, or for when students are off site.

**Addressed. A procedure had been devised and appropriate information sent to the Accreditation Unit.**

##### **Teaching and learning**

T13 Students are not provided with appropriately written weekly plans or course outlines.

**Addressed. These are now displayed on noticeboards in classrooms.**

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

W4 The information for students about abusive behaviour is not expressed clearly enough.

**Addressed. This information is now included in the student handbook.**

## Conclusions

The provider has put in place a number of policies and procedures regarding safeguarding under 18s. Some of these were amended in the light of inspector comments and overall the section standard for under 18s is met. Accreditation should be continued beyond the initial 12-month period and there are no grounds for bringing forward the date of the next inspection. However, issues in publicity were noted, and no update on the action taken on points to be addressed in the 2020 report had been received at the time of the spot check. The provider should submit an updated action plan of measures taken to address outstanding issues raised in the last report and S4 and *Publicity* in this report.

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