

Organisation name	Cavendish School of English, Bournemouth
Inspection date	9 August 2023
Current accreditation status	Accredited
Reason for spot check	Signalled: follow up on Points to be addressed.

### Recommendation

We recommend continued accreditation. The next inspection falls due in 2025; there are no grounds for bringing this forward.

### Changes to the summary statement

No changes need to be made to the summary statement, apart from adding the date of this inspection.

### New summary statement

The British Council inspected and accredited Cavendish School of English, Bournemouth in March 2020 and August 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](http://www.britishcouncil.org/education/accreditation) for details).

This large private language teaching organisation offers courses in general English for adults (18+) and young people (16+), for closed groups of under 18s (7+) and vacation courses for under 18s (9+).

Strengths were noted in the areas of learning resources and leisure opportunities.

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

### Updated summary inspection findings

#### Teaching and learning

The provision meets the section standard. The academic team have a level of skill and experience appropriate to the teaching context. Daily support for teachers is also well provided for, but systems to guide teachers in their handling of continuous enrolment are insufficiently rigorous. Activities to encourage the use of English outside lessons are successful, but course design does not do enough to assist students in the acquisition of learning and study strategies. Learner management is satisfactory. The teaching observed met the requirements of the Scheme.

#### Safeguarding under 18s

The provision meets the section standard. Overall, there are appropriate arrangements to ensure the safeguarding of all students under the age of 18 within the school, during leisure activities and in their accommodation.

### Organisation profile

Inspection history	Dates/details
First inspection	2012
Last full inspection	March 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	N/a
Other related accredited schools/centres/affiliates	N/a
Other related non-accredited schools/centres/affiliates	Thornton Hall - EFL summer centre running general English with activities courses

Student and staff profile	At inspection	In peak week: <i>July</i>
Total ELT/ESOL student numbers (FT + PT)	211	408

Minimum age (including closed group or vacation)	8	8
Typical age range	14–16	14–16
Typical length of stay	2 weeks	2 weeks
Predominant nationalities	German	German
Total number of teachers on eligible ELT courses	11	15
Total number of managers including academic	2	2
Total number of administrative/ancillary staff	c.20	c.20

### Premises profile

Address of main site	63 Cavendish Road, Bournemouth BH1 1RA
Additional sites in use	N/a
Additional sites not in use	N/a
Sites inspected	63 Cavendish Road, Bournemouth BH1 1RA

### Introduction

#### Background

The Cavendish school of English was first inspected and accredited in 2008. The last full inspection, to end a period of suspension, was conducted in March 2020. The recommendation was for accreditation to be continued with a spot check as soon as vacation courses were in operation. The school was informed that a spot check was needed, and this was arranged for summer 2023. The focus of this inspection was the Points to be addressed arising from the last inspection in 2020.

#### Preparation

The inspector received relevant documentation, including the previous report, from the Accreditation Unit, and checked the website. The school was contacted in July to check the availability of key staff over the summer and to ascertain which days students may be off site on excursions, but the precise date of the inspection was not disclosed.

#### Programme and persons present

In the week of the spot check, there were 11 teachers working. The majority of the students studying at the time of the inspection were German juniors following a general English open enrolment programme. Some students were accommodated in residences and some in homestay. Of the adult programme 84 of the student body were aged 16 and 17.

The inspector arrived at the school's main building at 10.15 and left at 15.15. Meetings were held with the managing director based in the UK, the operations manager (OM) who is also the designated safeguarding lead, the director of studies (DoS) and the assistant DoS as well as a member of the accommodation team. Separate focus groups were held with teachers, adult students and junior students. The inspector checked accommodation records and viewed a range of documentation which was provided in paper form or electronically. No teaching was observed.

### Findings

#### Management

Since the last inspection, prior to the pandemic, a new DoS and assistant DoS have been appointed; they both started at the beginning of 2021 and had a month-long handover period with the previous post holders. The core family managers remain unchanged. A number of other staff were laid off during the pandemic, but the current teaching staff is a mix of returning and newly appointed teachers. Findings in other aspects of this area are reported in the Action taken on points to be addressed.

#### Teaching and learning

Findings are reported in the Action taken on points to be addressed.

#### Welfare and student services

Findings are reported in the Action taken on points to be addressed.

#### Safeguarding under 18s

Findings are reported in the Action taken on points to be addressed.

## Action taken on points to be addressed

*Points from the previous full inspection and/or subsequent spot checks or interim visits with comments (in bold) to indicate how far these have been addressed. Only points reviewed during this spot check are included here. Any points outstanding will be checked at the next full inspection.*

### Points which must be addressed within three months

#### Safeguarding under 18s

S1 The procedures for obtaining references for homestay hosts need to be specified more clearly.

**Addressed. A new system has been established and records indicated references are collected as soon as a successful accommodation visit has been completed.**

S4 To date, the procedures for obtaining references for hosts are not satisfactory. The revised procedures need to be implemented for all new hosts and for those recruited since January 2016.

**Addressed. Completed reference forms were on file in the records sampled.**

### Other points to be addressed

#### Management

M18 For adult students there is no record of the contacts' level of English.

**Addressed. A field to record this information is now on the online registration form for adults.**

M22 Some sections of the website are confusing. For example, the page describing different areas to visit in the county have the description of one town next to the picture of another.

**Addressed. The location photographs available on the website are accurately captioned.**

M24 There is conflicting information between the website and the brochure regarding bank holiday closures. Details on the total number of hours taught is missing from the 'Dates and Fees' section of both the website and the brochure.

**Addressed. The number of lessons and the corresponding total number of hours are now clearly indicated.**

#### Teaching and learning

T8 Provision for continuous enrolment is insufficient. There is no clear system in place to ensure that this happens at all times.

**Partially addressed. A couple of workshops on continuous enrolment have been delivered and a supporting handout is available; however, teachers commented on the insufficient ongoing support to address the weekly challenge of changes to class groupings.**

T10 The stated claim is that new teachers are observed within their first four weeks.

**Partially addressed. Although some observations have taken place not all new teachers had been observed within the school's stipulated timeframes.**

T15 Focus on learning strategies is unsatisfactory. No evidence was seen of the systematic inclusion of this in the courses run. Observation records provided further indication that this is a neglected area of course design.

**Partially addressed. The importance of a structured approach to learning strategies has been discussed and teachers are encouraged to incorporate learning strategies. However, learning strategies are not included in the 'CavBook' materials given to students. Recent observation records also indicated this was still a neglected area.**

T21 Academic reports and certificates make claims regarding the level of achievement by the students which cannot be empirically validated.

**Addressed. Certificates now state the dates of the course studied and contain a standard sentence 'Your final lessons were at x level'.**

#### Welfare and student services

W9 In one of the homes visited, a room occupied by two students in bunk beds was not sufficiently spacious and had no hanging space for clothes.

**Addressed. The visit form used for each homestay check includes a field to record if bunk beds are used. Staff allocating students to homestays check the age of students against the provision to ensure only students under 14 are accommodated in rooms with bunkbeds.**

## Conclusions

The school has taken action on the majority of Points to be addressed and made satisfactory progress. There are plans to monitor and develop the steps taken to date.