

Organisation name	Chichester College
Inspection date	25 July 2019
Current accreditation status	Accredited
Reason for spot check	Signalled: check course not running at inspection

### Recommendation

We recommend continued accreditation. The next inspection falls due in 2022; there are no grounds for bringing this forward.

### Changes to the summary statement

The need for improvement in publicity in the summary statement may be removed.

### New summary statement

The British Council inspected and accredited Chichester College in March 2018 and July 2019. 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).

The English language teaching department of this college of further education offers courses in general English for adults (18+) and young people (16+), for closed groups of adults (18+) and young people (16+), vacation courses for adults (18+) and young people (16+), and for closed groups of under 18s.

Strengths were noted in the areas of strategic and quality management, staff management, premises and facilities, learning resources, academic staff profile, academic management, care of students, accommodation, leisure opportunities, and safeguarding under 18s.

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

### New summary inspection findings

#### Management

The provision meets the section standard and exceeds it in some respects. The strategic and quality management of the college is responsive and effectively targeted. Staff management and development is of a high standard and the college has shown commendable flexibility in its ELT quality assurance systems. Student administration operates effectively. Publicity is clear and accurate. *Strategic and quality management* and *Staff management* are areas of strength.

#### Organisation profile

Inspection history	Dates/details
First inspection	1991
Last full inspection	2018
Subsequent spot check(s) (if applicable)	July 2019
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	None
Other related accredited schools/centres/affiliates	None
Other related non-accredited schools/centres/affiliates	None

<b>Student and staff profile</b>	<b>At inspection</b>	<b>In peak week: <i>June</i></b>
Total ELT/ESOL student numbers (FT + PT)	18	26
Minimum age (including closed group or vacation)	14	15
Typical age range	14–15	15–16
Typical length of stay	4	2
Predominant nationalities	Chinese	French
Total number of teachers on eligible ELT courses	2	2
Total number of managers including academic	2	2
Total number of administrative/ancillary staff	13	16

<b>Premises profile</b>	
Address of main site	Westgate Fields, Chichester, West Sussex PO19 1SB
Additional sites in use	N/a
Additional sites not in use	N/a
Sites inspected	Main site

## **Introduction**

### **Background**

Chichester College is a college of general further education in West Sussex. It has another campus in Brinsbury, near Pulborough.

The College has over 25,000 students of whom over 5,000 are full-time. It offers a wide range of A-level and vocational courses leading to BTEC Diplomas and other vocational qualifications. The college has a long tradition of delivering EFL. Chichester College also owns and accommodates an examination board which offers a suite of EFL exams.

In September 2016, after a period of consultation, it was decided to radically restructure the EFL provision. The resulting English Language School (ELS) is modelled on private sector provision. The senior manager is the director of international, who has been in post since January 2018; she reports to the Group Managing Director (Commercial), who herself has considerable international experience.

A new post of international partnerships manager was created in January 2019 with the remit to lead on the development of partnerships with institutions and key partners overseas to develop programmes for delivery in-country and at Chichester. Alongside this, and with growing demand for pre-sessional and summer and winter school provision, a decision was also taken in 2019 to include EFL courses for students with a minimum age of 14 who would study as part of a closed group and be accommodated in homestay accommodation or in one of the on-campus halls of residence dedicated to under 18s.

This inspection was a signalled spot check inspection focusing on the provision for closed group courses following notification by the college of a change in provision from June 2019.

### **Preparation**

The spot check was carried out by one inspector who had access to the last full report (March 2018) and related correspondence. The college was informed that the inspection would take place in July but the specific date was not given.

### **Programme and persons present**

The inspector arrived at 08.45 and left at 13.15. Meetings were held with the international student recruitment and marketing manager, the group chief operating officer, the international student support officer, the residential accommodation advisor, the assistant director of studies (ADoS) (also summer provision lead) and the teacher with responsibility for leading the junior excursions. Meetings were also held with two group leaders, two teachers and six students. The inspector briefly observed the two teachers who were timetabled during the inspection period and visited the hall of residence.

## **Findings**

### **Significant changes since the last inspection**

Two closed groups of under 18s were enrolled in June and July and taught on separate floors from other students in the ELS C block. The first group ran for two weeks, from 16 to 28 June, with 24 French students aged 15 to 16

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studying 15 hours per week in two discrete groups. They were accompanied by two group leaders and were accommodated in homestays regularly used by the college and inspected on a yearly basis. The course included morning lessons, afternoon activities and weekend excursions.

The second group, which was running at the time of the inspection, was in the last week of a four-week course, from 30 June to 28 July, with 18 Chinese students aged 14 to 15 studying 21 hours per week in two discrete groups. The students and two group leaders were accommodated in on-campus accommodation. The course included general English classes in the morning and IELTS preparation classes in the afternoon. All students were directed to the library for self-study sessions on four afternoons a week, from 15.15 to 17.00. There were no classes on Wednesday afternoons and free time was available for study or relaxation. A weekly, full-day Saturday excursion was organised and led by a member of the college teaching staff.

### **Management**

There have been no changes to the management structure. The ELS management team oversees the closed group programmes. There is very good day-to-day communication between staff, students and group leaders. Group leaders were kept up to date with information via a closed social media group and weekly formal meetings with the international student recruitment and marketing manager. There are good online student feedback procedures. However, two feedback questions were irrelevant to the closed group context and need to be reviewed.

### **Resources and environment**

The college premises and facilities continue to provide a well-maintained, pleasant environment. The classrooms are appropriately furnished and equipped for the closed groups. The restaurant and the food outlets on campus offer a wide variety of food. The learning resources support the studies of students and access to the library was much appreciated by the Chinese group.

### **Teaching and learning**

The academic team consists of the ADoS (and summer provision lead), who is TEFLQ, and two ELS TEFLQ teachers. End-of-course reports recording attendance and progress had been administered after the students' IELTS exams at the end of their third week. There was evidence of significant progress in all skills areas and teachers' comments included recommendations for further study. Attendance was 100 per cent in all classes.

Two lessons were briefly observed at intermediate and upper intermediate level. Lessons were well planned and took account of students' needs. Whiteboards were well organised and technology enhanced learning. Lesson content was very relevant to the needs and cultural background of the students. Techniques were varied and appropriate, and students were fully engaged.

### **Welfare and student services**

There are effective health and safety procedures in place. The Chinese group was very closely supervised at all times by their two group leaders. However, identifying lanyards had not been issued to the Chinese group. This was pointed out to management staff and lanyards were issued to all the students in the group by the end of the inspection.

The on-campus accommodation is close to C block and is well managed. The group leaders are accommodated there with their students and were very satisfied with the provision.

An experienced, primary-trained member of the teaching staff has received training in running trips and leads the excursion programme. The students had enjoyed a number of Saturday excursions, in particular a trip to a working farm on the campus of one of the Chichester College Group members.

There are two on-campus residences, one restricted to students aged under 18; a further off-campus residence is used mainly in the summer. The ELS also makes use of a large number of homestays in, or close to, Chichester

### **Care of under 18s**

There is very good provision in this area and the international support officer, who provides appropriate support and advice for all the international groups, meets the group leaders on arrival and is readily available.

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### **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.*

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

#### **Management**

M20 The message is not as transparent or as forthright as the Scheme criterion requires.

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**Addressed.**

M22 There is a tendency in the brochure towards hyperbole.

**Addressed.**

M24 The minimum enrolment age for groups, which is the same as that for individuals, is not reiterated.

**Addressed.**

M25 There is some ambiguity in the brochure about the tuition costs during the summer period.

**Addressed.**

M28 The brochure refers to 'our highly qualified and experienced teachers'. This is inaccurate as it does not apply to the full range of staff employed at the time of the inspection.

**Addressed.**

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**Conclusions**

The points arising from the previous inspection to be addressed within six months have been addressed. There is very satisfactory provision for the management of the closed group courses and students receive a good level of care from all the staff. Students' accommodation is comfortable and well managed. The leisure programme is well run and takes good advantage of attractions in the local area. The academic programme is well designed and students benefit from classes taught by experienced teachers. All staff are committed to the welfare of the students in their care. There is appropriate provision for the welfare and safeguarding of the students enrolled on the closed group courses.

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