

Organisation name	Churchill House School of English, Ramsgate
Inspection date	11 February 2025
Current accreditation status	Accredited
Reason for spot check	Signalled: monitor effect of change

Recommendation

We recommend continued accreditation.

Changes to the summary statement

The range and scale of provision has changed significantly. The previous summary statement should be withdrawn and replaced by an interim statement pending the full re-inspection scheduled to take place later this year.

New summary statement

The British Council inspected and accredited Churchill House School of English Language in September 2018, July 2019 and February 2025. 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 for closed groups of under 18s, closed groups of adults (18+) and young people (16+).

Overall, the inspection report stated that the organisation met the standards of the Scheme.

Summary inspection findings *(updated from previous inspections)*

Management

The provision meets the section standard. The goals and values are clearly stated and communication is generally effective. Student and staff feedback systems are appropriately managed, but job descriptions are not regularly reviewed and appraisals are not conducted for all members of staff. Student administration is mostly very effective, but publicity does not accurately reflect the range of courses available. *Strategic and quality management* is an area of strength. There is a need for improvement in *Publicity*.

Premises and resources

The provision meets the section standard. The premises are in a good state of repair and offer a comfortable and professional environment for work and relaxation. However, the provision of IT and teaching and learning resources for the younger students is limited.

Teaching and learning

The provision meets the section standard. Academic managers are appropriately qualified and experienced. Support for teachers is generally good but elements of course design require attention. Student placement is effective. The teaching observed met the requirements of the Scheme.

Welfare and student services

The provision meets the section standard. The needs of the students for security, pastoral care, information and leisure activities are met. Student services, including the provision of suitable accommodation, are of a good standard.

Safeguarding under 18s

The provision meets the section standard. Overall, there is good provision for the safeguarding of students under the age of 18, including in their accommodation, during lessons, activities and on excursions, although the safeguarding policy is incomplete.

Declaration of legal and regulatory compliance

The items sampled were satisfactory.

Organisation profile

Inspection history	Dates/details
First inspection	1981
Last full inspection	2018
Subsequent checks/visits (if applicable)	2019
Other related non-accredited activities (in brief) at this centre	N/a
Other related accredited schools/centres/affiliates	Churchill House Summer Centres, now including Churchill House Summer Homestay
Other related non-accredited schools/centres/affiliates	N/a

Student and staff profile	At inspection	Estimate at peak: April
Total ELT/ESOL student numbers (FT + PT)	18	120
Minimum age (including closed group or vacation)	10	10
Typical age range	13–15	13–15
Typical length of stay	1 week	1 week
Predominant nationalities	Spanish	Spanish
Total number of teachers on eligible ELT courses	2	7
Total number of managers including academic	4	4
Total number of administrative/ancillary staff	2	2

Premises profile	
Address of main site	42 Spencer Square, Ramsgate, Kent CT11 9EQ (Head Office)
Additional sites in use	6 Paragon Street, Ramsgate, Kent CT11 9JX (classrooms) 19–22 Paragon Street, Ramsgate, Kent CT11 9JX
Additional sites not in use	N/a
Sites inspected	Spencer Square and 6 Paragon Street

Introduction

Background

Following changes to the scale and scope of provision at the main school, this spot check was recommended to provide an update on the eligible activity taking place in Churchill House Ramsgate outside the summer. Additionally, the inspection was to verify that accommodation and safeguarding provision for groups outside the summer are sufficient for accreditation to be continued (pending a full re-inspection of activity in October).

A single accreditation, combining Churchill House and Churchill House Summer Centres had been considered. However, activity at Churchill House Ramsgate exceeds the definition of a seasonal centre and continues to require separate accreditation. This accreditation is limited to the activity outside the summer as the Churchill House summer homestay course is now included in the Churchill House Summer Centres accreditation.

Preparation

The spot check was carried out by one inspector who contacted the school in advance to check when key staff would be present and if there were any dates which would not be suitable, but did not reveal the actual date of the inspection. The Accreditation Unit sent the inspector relevant documents. The inspector looked at the Churchill House School of English website.

Programme and persons present

The inspector arrived at Spencer Square at 09.45 and departed at 15.00. He had meetings with the director, the summer centre operations manager (responsible for publicity), the accommodation manager and designated safeguarding officer, the assistant accommodation manager, the network support analyst, and the course director. He visited the Paragon building to speak to a group of students and some group leaders. He viewed various documents, both paper based and electronically. He did not observe any teaching.

Findings

Management

Findings are reported in the following section.

Premises and resources

There have been no significant changes to premises and resources since the last inspection.

Teaching and learning

There have been no significant changes to teaching and learning since the last inspection.

Welfare and student services

There have been no significant changes to welfare and student services since the last inspection. Homestay accommodation is offered to all students on mini-stay programmes. There are very effective systems in place to ensure this provision is of a very suitable standard.

Safeguarding under 18s

Findings are reported in the following section.

Management

Staff management and development	Met
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 ensures that these are up to date.	Not 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, for highlighting good performance, and for handling unsatisfactory performance or conduct. These procedures are made known to all staff.	Not met
M13 There are effective procedures to ensure the continuing professional development (CPD) of all staff to meet the needs of the individual, the students and the organisation.	Met

Comments

M9 Job descriptions are not dated or routinely reviewed.
M12 Appraisals have not been conducted for all staff.

Student administration	Met
M14 Staff are helpful and courteous to students and their representatives, and provide good 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 There are clear systems in place to enrol students effectively and maintain accurate information about student payment and course details. This information is readily accessible to relevant staff.	Met
M17 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
M18 There is a clear and effective policy on student attendance and punctuality that is known to all staff and students and is applied consistently.	Strength
M19 All staff and students are made aware of conditions and procedures under which a student may be asked to leave the course.	Strength
M20 All students and, where appropriate, group leaders and parents/legal guardians, receive information in writing about who to see about problems and how to make a complaint.	Strength

Comments

M14 Students and group leaders commented very favourably on the helpfulness and friendliness of all staff.
M17 (was M18) Emergency contact information was incomplete for some students enrolled.
M18 (was M19) Students must attend all lessons and scheduled activities, and this is checked systematically by senior members of staff.
M19 (was M20) Detailed information is included in staff and student handbooks. At induction students are made aware of the school rules, the student code of conduct and the different sanctions that apply. Posters and displays reinforce these rules.

M20 (was M21) The complaints policy is available in student and group leader handbooks and on the website. Guidelines are provided during induction. In addition, classroom posters invite students to report any problems. There are records of complaints made and any action taken.

Publicity	Need for improvement
M21 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
M22 All publicity and information about the provider and the services it offers is in clear, accurate and accessible English.	Met
M23 Publicity gives clear, accurate and easy-to-find information on the courses.	Not met
M24 Publicity includes clear, accurate and easy-to-find information on costs.	Not met
M25 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
M26 Publicity gives an accurate description of any accommodation offered.	Not met
M27 Descriptions of staff qualifications are accurate.	Met
M28 Claims to accreditation are in line with Scheme requirements.	Met

Comments

The website is the main source of publicity and includes a downloadable brochure. The website reflects the full range of programmes and services previously offered but the school is working on updating this to include the more limited provision that is currently offered.

M21 The information presented does not give a realistic impression of the extent and availability of the services and range of course offered.

M23 Information on courses currently available is not accurate. The website and brochure continue to promote rolling intake courses of standard and intensive general English for adults, and examination courses.

M24 Information on costs is not easily accessible.

M26 The range of accommodation offered is not accurate. In addition to homestay accommodation, the school continues to promote accommodation in hotels, guest houses and bedsits.

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.	Not 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.	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.	Met
S5 There are suitable arrangements for the supervision and safety of students during scheduled lessons and activities.	Strength
S6 There are suitable arrangements for the supervision and safety of students outside the scheduled programme.	Not 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

S1 The safeguarding policy does not include all the information required by this criterion, names and contact details of the DSL and cover person, and there is no evidence of an annual review.

S2 All staff receive a comprehensive induction, which includes a significant focus on safeguarding issues and procedures. The DSL is a senior member of the year-round management team, and another member of this team is also trained to specialist level; all other staff have basic awareness training.

S4 A senior manager has undertaken safer recruitment training, and all policies and procedures are fully in line with this. Sampling of staff files showed well-documented compliance with all Scheme requirements.

S5 Arrangements to ensure the safety and supervision of students during scheduled activities are of a high standard. There is a high ratio of qualified and experienced staff to students, and specific leisure programmes are provided to meet the needs of specific groups and age ranges.

S6 Risk assessments have not been carried out on the journey to and from homestays between afternoon and evening activities.

Action taken on points to be addressed

There were no outstanding points to be addressed from the previous inspection relevant to the current provision.

Conclusions

The main purpose of the inspection was to focus on the scale and scope of provision outside the summer and to verify that accommodation and safeguarding provision for groups outside the summer are sufficient. The management of the organisation is largely appropriate with the exception of publicity. Accommodation and safeguarding procedures are mostly appropriate with the exception of S1 and S6.

The Churchill House School of English, Ramsgate, accreditation is now limited to the provision outside the summer, currently closed group courses. The summer homestay course in Ramsgate is now included in the Churchill House Summer Centres accreditation, along with the residential courses for under 18s.

Items requiring early action

Evidence must be submitted within three months to demonstrate that weaknesses in Publicity and S1 and S6 have been addressed.
