

Organisation name	City School of Languages, Swansea
Inspection date	3 July 2019
Current accreditation status	Accreditation under review
Reason for spot check	Signalled: end period under review

### Recommendation

We recommend continued accreditation. The period of review may now be ended and accreditation continued until the next full inspection, which falls due in 2021. However, evidence must be submitted within three months to demonstrate that weaknesses in S4 have been addressed. The required evidence was subsequently submitted.

### Changes to the summary statement

An updated summary statement can now be issued.

### New summary statement

The British Council inspected and accredited City School of Languages (CSL) Swansea in June 2017, August 2018 and July 2019. The Accreditation Scheme assesses the standards of management, resources and premises, teaching, welfare, and care of 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 courses in general English for adults (18+) and young people (16+) and vacation courses for adults (18+) and young people (16+) and under 18s (12–15).

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

### New summary inspection findings

#### Management

The provision meets the section standard. Overall the management of the provision operates to the benefit of its students in accordance with its publicity, and is supportive to its staff.

#### Teaching and learning

The provision meets the section standard. The academic manager is well qualified and the teachers all have appropriate qualifications. The teachers are given sufficient support to ensure their teaching meets the needs of the students. Programmes of learning are generally well designed and are managed for the benefit of the students. The teaching observed met the requirements of the Scheme.

#### Welfare and student services

The provision meets the section standard. The needs of students for security, pastoral care and leisure opportunities are met and students enjoy a good level of care and individual attention. The accommodation is of a good standard and the management of the accommodation systems works to the benefit of students.

#### Safeguarding under 18s

The provision meets the section standard. There are good systems and procedures in place to ensure the safety of under 18s but greater attention needs to be paid to the safer recruitment of staff and homestay hosts.

#### Declaration of legal and regulatory compliance

Sampling identified the following issue: there was evidence that the Copyright Licencing Authority (CLA) regulations were being breached; the school should seek further advice from the relevant regulatory body.

### Organisation profile

Inspection history	Dates/details
First inspection	2008
Last full inspection	June 2017
Subsequent spot check(s) (if applicable)	August 2018
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	Crèche for children of students
Other related accredited schools/centres/affiliates	N/a
Other related non-accredited schools/centres/affiliates	N/a

<b>Student and staff profile</b>	At inspection	In peak week: July
Total ELT/ESOL student numbers (FT + PT)	51	51
Minimum age (including closed group or vacation)	12	12
Typical age range	12–40	12–40
Typical length of stay	2 weeks	2 weeks
Predominant nationalities	Italian, Saudi	Italian, Saudi
Total number of teachers on eligible ELT courses	6	6
Total number of managers including academic	2	2
Total number of administrative/ancillary staff	6	6

<b>Premises profile</b>	
Address of main site	93/94 Mansel Street, Swansea SA1 5TZ
Additional sites in use	N/a
Additional sites not in use	N/a
Sites inspected	93/94 Mansel Street, Swansea SA1 5TZ

## **Introduction**

### **Background**

This inspection, conducted by two inspectors, followed the recommendation made in the 2018 spot check report that accreditation be placed under review; an action plan to be submitted within three months to show how issues relating to safeguarding under 18s and other weaknesses had been addressed and the period of review to be ended by a spot check within three to 12 months focusing on these areas. The inspection was scheduled to take place when a group of students aged 12 to 18 were in the school so that the provision for under 18s could be inspected.

### **Preparation**

The inspectors received copies of the 2017 and 2018 inspection reports and relevant correspondence between the school and the Unit, including an action plan submitted in January 2019. They looked at the school website.

### **Programme and persons present**

The inspectors arrived at 08.30 and departed at 15.00. They had meetings with the principal, the director of studies, the student support officer, the marketing officer, and the welfare and accommodation officer. Focus group meetings were held with two groups of students (adults and juniors), two group leaders, and teachers and activity leaders. One inspector spoke by phone to the owner of the accommodation agency used by the school.

## **Findings**

### **Management**

Since the last inspection there is no longer a post of vice principal, and the post-holder has left the school. A person to fill a new marketing post has very recently been recruited. The current welfare and accommodation officer joined the school in February 2019. Publicity is generally accurate and complete; however, courses are described in terms of the number of lessons rather than hours, and it is not made clear that some homestay accommodation is arranged through an agency. Findings are also reported in the Action taken on points to be addressed.

### **Premises and resources**

There have been no significant changes. Findings are reported in the Action taken on points to be addressed.

### **Teaching and learning**

Students aged 12–15 were being taught together in one class. Students from the group aged 16 and 17 were integrated into existing adult classes. There was little evidence that written course outlines and intended learning outcomes had been made available to the younger students. For those students joining the adult classes photocopies of whole units of a coursebook and work book were being made, in breach of CLA regulations.

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### Welfare and student services

The school has started to use a local agency to provide some of its homestay accommodation. The principal reported that the arrangement had worked well and that she planned to use the agency for all homestays in the future. Findings are also reported in the Action taken on points to be addressed.

### Safeguarding under 18s

Findings are reported in the following section.

### Declaration of legal and regulatory compliance

Sampling identified the following issue: there was evidence that the Copyright Licencing Authority (CLA) regulations were being breached.

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### 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.	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.	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

At the time of the inspection there was a total of 51 students in the school; 15 students were aged 12–15 (taught together in one class); 15 were aged 16–17 (integrated into adult classes). This is an unusually high proportion because of the presence in the school of a group of younger students for a period of two weeks. Usually, there are no students aged under 16 and the majority are aged 18+.

S4 References had not been requested for returning staff and the status regarding references and suitability checks for homestay hosts arranged by the school was not clear.

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### Action taken on points to be addressed

#### Management

M9 Some job descriptions are out of date and the safeguarding duties of the DSL and the deputy DSLs are not specified.

#### Addressed. Job descriptions have been updated.

M19 Some of the versions of the attendance policy are written in language that is not accessible to lower level students.

#### Addressed: information in the student handbooks has been rewritten.

M24 The social programme page implies a more extensive programme than is actually being provided.

#### Addressed: no misleading claims are made.

M24 In the publicity the minimum age for junior courses is 14. However, three 13 year-olds were enrolled on the summer junior programme.

#### Addressed: the minimum age is given as 12.

#### Resources and environment

P1 The toilets are in need of renovation.

#### Not addressed.

P8 Materials and guidance for meeting the specific needs of the significant numbers of Arabic-speaking students in the school are limited.

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**Addressed.** An input session was given to teachers and a set of slides is available with information on this subject.

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

W4 The abusive behaviour policy contains language which is too difficult for students below the Common European Framework of Reference (CEFR) B1 level.

**Partially addressed.** The policy is available in accessible language in the handbook for students aged 18+ and there are posters displayed in common areas. However, a policy written in simple language is not in the handbook for students aged under 18.

W26 There are no guidelines on how to respond to situations where students are at risk.

**Addressed: full risk assessments for all leisure activities have been written and are regularly reviewed.**

#### **Safeguarding under 18s**

S1 Several versions of the policy which were seen by the inspector during and after the inspection, were out of date.

**Addressed: the policy is up to date.**

S2 It was not clear to the inspector conducting the spot check which version of the safeguarding policy was given to staff, homestay providers and parents. As all the versions contained out of date information, this criterion cannot be met.

**Addressed: the updated policy is made available to all stakeholders; it is on the website.**

S3 There were no completed parental consent forms available for the inspector to see.

**Addressed: completed parental consent forms were on file.**

S4 References were not available in staff files. One reference request letter, which was seen, asked about the candidate's *'suitability to work with young learners with regard to safeguarding'* but the age was not specified. The policy with regard to delayed suitability checks only requires the new employee to sign a self-declaration form stating that they have no criminal record and are fit to work with students under 18. A risk assessment is not required and a separate barred list check is not carried out.

**Partially addressed: references are on file for newly recruited members of staff and there is now an appropriate policy within the safeguarding policy with regard to delayed suitability checks. However, reference requests still do not specify an age; references have not been requested for returning staff; and the status regarding references and suitability checks for hosts arranged by the school is not clear.**

S7 No evidence was available to prove that students were in fact staying with family members.

**Addressed: student records were complete with details of the family members; the student support officer had met those responsible for the three students aged under 18s staying with members of their own family.**

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### **Conclusions**

There have been some personnel changes within the last 12 months and the school has begun to use an accommodation agency to arrange its homestay accommodation; these changes have been beneficial. It was reported by group leaders and students that the course for the younger age group was going well; however, the school needs to explore ways of making intended learning outcomes clear to students and of helping them to record and organise their work. Publicity is met overall, although information about the number of taught hours is not given, and the fact that an agency is used needs to be added to the website. Most points outstanding from the inspections conducted in 2017 and 2018 have been successfully addressed and there are plans to renovate and add additional toilets in the near future. However, immediate action needs to be taken to ensure that S4 is fully met: that procedures for all roles involving responsibility for or substantial access to under 18s are in line with safer recruitment policy, as set out in the Scheme's requirements and guidelines.

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