

Organisation name	Connect International English Academy, Cardiff
Inspection date	7 June 2019
Current accreditation status	Accredited
Reason for spot check	Routine: newly accredited institution

### Recommendation

We recommend continued accreditation with a supplementary inspection next summer to assess the teenage vacation programme which could not be seen at time of inspection. 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

Vacation courses for adults (18+) and young people (16+) can be added.

The need for improvement in publicity can now be removed.

### New summary statement

The British Council inspected and accredited Connect International English Academy, Cardiff in November 2017 and June 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).

This small 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+).

Strengths were noted in the areas of premises and facilities, academic management and care of students.

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 management of the school operates efficiently to the benefit of its students. However, some publicity regarding the summer junior course is inaccurate.

#### Safeguarding under 18s

The provision meets the section standard. There is appropriate provision for the safeguarding of students within the organisation and in any leisure activities. However, satisfactory safer recruitment procedures are not in place and parental consent is not adequate.

#### Declaration of legal and regulatory compliance

The items sampled were satisfactory.

### Organisation profile

Inspection history	Dates/details
First inspection	November 2017
Last full inspection	November 2017
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	N/a

<b>Student and staff profile</b>	At inspection	In peak week: August
Total ELT/ESOL student numbers (FT + PT)	10 (5 x FT + 5 x PT)	16
Minimum age (including closed group or vacation)	18	18
Typical age range	22–25	22–25
Typical length of stay	12 weeks	4 weeks
Predominant nationalities	Saudi Arabian	Saudi Arabian
Total number of teachers on eligible ELT courses	4	5
Total number of managers including academic	2	2
Total number of administrative/ancillary staff	0	1

<b>Premises profile</b>	
Address of main site	Floor 1, 26–28 Churchill Way, Cardiff CF10 2DY
Additional sites in use	N/a
Additional sites not in use	N/a
Sites inspected	Main site

## **Introduction**

### **Background**

This was a routine inspection for a new provider. As there was a need for improvement in publicity, this was a particular area of focus. On checking the website it was noted that the school was offering a junior programme for teenagers (16+) this summer, and because of this, safeguarding under 18s was also an area of focus

### **Preparation**

The inspector contacted the provider to establish if any dates would not be suitable for a visit, but the actual date was not made known. The website and documents sent to the inspector by the Unit were checked.

### **Programme and persons present**

The owner/managing director (MD) was present and two teachers, who were teaching the two morning classes. A meeting was held with the MD and both classes were observed for 15 minutes each. Documents were checked. The inspector arrived at 09.40 and left at 14.40.

## **Findings**

### **Management**

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

### **Premises and resources**

Findings 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**

The academic manager, who was the designated safeguarding lead, is no longer with the school. The MD has taken over the role and has received training at specialist level. Findings are reported in the following section.

### **Declaration of legal and regulatory compliance**

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

## Management

Publicity	Met
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.	Not met
M23 All publicity and information about the provider and the services it offers is in clear, accurate and accessible English.	Met
M24 Publicity gives clear, accurate and easy-to-find information on the courses.	Met
M25 Publicity includes clear, accurate and easy-to-find information on costs.	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.	Not met
M27 Publicity gives an accurate description of any accommodation offered.	Met
M28 Descriptions of staff qualifications are accurate.	Met
M29 Claims to accreditation are in line with Scheme requirements.	Met

### Comments

M22 A 'Teenager Residential Programme' is advertised on the website for students aged 16 and over. There is a proviso that 'students who are aged 16 or 17 may be in classes with students who are aged 18+'. However, if numbers are not sufficient, those students aged 16 or 17 enrolled on the teenage programme join the general English adult classes. Accommodation is in homestays and is not residential.

M26 Information on the website states that 16 and 17 year olds on both adult and junior courses will not receive 'full junior course level of supervision'. However, the level of care and support that can be expected on the teenage programme is not made clear and is not included in the parental consent form. The safeguarding policy on the website is out of date and does not reflect changes to designated staff and procedures. The latter point was addressed just after the inspection and the policy on the website was updated.

## 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.	Strength
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.	Strength
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

In the last 12 months there have been several under 18s. Some of these were accommodated in homestays arranged by the school. Two students were booked for two weeks on the upcoming junior programme.

S1 The safeguarding policy is appropriate, comprehensive and detailed. It has been updated since the first inspection to reflect changes to designated staff and procedures.

S2 The academic manager, who is the designated safeguarding lead, has received specialist training. All staff complete basic training online and are required to provide certification of successful completion. Safeguarding awareness forms part of the induction of all staff and they are all required to confirm they have read the safeguarding policy. Regular face-to-face training takes place and the designated lead subscribes to a safeguarding newsletter. Homestay hosts receive a copy of the policy and further information is in the homestay handbook. They

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are also required to complete online basic safeguarding training and sign to confirm they have read the school's safeguarding policy.

S3 The parental consent form does not reflect the level of care and support given to students under 18 and does not include medical consent. This point was addressed soon after the inspection and the parental consent form now covers all necessary points. This is no longer a point to be addressed.

S4 Although the safer recruitment policy was satisfactory, the procedure did not reflect the policy. Suitability to work with under 18s is not included in all staff references. Only the main host, and not all adults in the household, have had a DBS check in homestays who have recently hosted under 18s, and references have not been taken up.

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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.*

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#### Points to be addressed

##### Points which must be addressed within 12 months

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###### Management

M1 (2019: D1) The school has records of some but not all the teachers' unique tax reference numbers.

**Addressed. Some staff are now on PAYE and the school has followed the necessary procedures regarding those who choose to maintain their self-employed status.**

M20 (2019: M21) The school's complaints procedure is expressed in language too difficult for lower-level students to understand.

**Addressed. This information is now clearly presented visually on noticeboards.**

M22 The range of courses and levels in publicity conveys the impression of a larger school than in fact exists.

The brochure does not make clear that the courses advertised are only available if a minimum number of students enrol. The website makes reference to 'our many social activities' although the current provision is very modest.

**Addressed. The size of school and range of services offered now conveys an accurate picture.**

###### Resources and environment

R7 (2019: P7) Students are not required to buy a coursebook and there are no class sets so the school relies very heavily on photocopying published copyright materials.

**Addressed. The cost of the first coursebook is now included in the course fees. Students are required to buy any subsequent coursebooks.**

###### Welfare and student services

W4 The complexity of the language used in the section of the student handbook dealing with abusive behaviour makes it difficult for students to know what to do if they feel they are victims of abuse.

**Not yet addressed. Although the wording has been changed, the language used is still too complex.**

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##### Other points to be addressed

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###### Management

M21 (2019: M23) There are a small number of language errors in the brochure and on the website.

**Addressed. The language errors have been corrected.**

M25 The approximate cost of any leisure programme not included in the course fees is not given.

**Addressed. Example costs of typical activities are now included.**

M27 (2019: M22) The brochure and website only briefly mention 'our social programs' and 'our social activities', and give no further information or typical examples.

**Addressed. There is now a link to the social programme.**

###### Teaching and learning

**Addressed. Full observations were not carried out during the spot check, but in-house training sessions have focused on the areas below and the teaching observed during the check was all of a satisfactory level.**

T24 Practice work was not always sufficiently challenging for some of the students.

T26 In the lesson segments observed there was little personalisation: moving new language from controlled practice to language using the students' own experiences.

T27 Little use of authentic materials, realia or of dictionaries was observed.

T28 Sometimes errors were overlooked when a timely intervention and focused correction leading to further practice would have been helpful.

###### Welfare and student services

W28 (2019: W26) Some of the risks identified are more generic in nature rather than linked specifically to the activity being undertaken.

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**Addressed. Risk assessments are specific and signed off by the staff member leading the activity.**

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### **Conclusions**

All except one of the points arising in the previous inspection have been addressed. Although there were new points to be addressed in publicity and in safeguarding, as far as possible these were addressed straight after the inspection. The parental consent form was updated and the out-of-date safeguarding policy was replaced on the website. The safer recruitment policy for staff and homestays as outlined in the revised safeguarding policy is now satisfactory and the revised parental consent form will ensure that parents are fully aware of the level of care and support available to under 18s and will have given medical consent.

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