Organisation name: Coventry College
Inspection date: 17 May 2018
Current accreditation status: Accredited
Reason for spot check: Signalled: inspect new or additional premises

Recommendation
We recommend continued accreditation. The next inspection falls due in 2020; there are no grounds for bringing this forward. However, evidence must be submitted within three months to demonstrate that weaknesses in S3 have been addressed.

Changes to the summary statement
The phrase ‘and academic English’ should be removed from the summary statement.

New summary statement
Previous summary statement
The British Council inspected and accredited Coventry College in June 2016 and May 2018. 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).

The English language teaching department of this college of further education offers courses in general and academic English for adults (16+).

Strengths were noted in the areas of staff management, quality assurance, premises and facilities, learning resources, academic management, teaching, and care of students.

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

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Organisation profile
<table>
<thead>
<tr>
<th>Inspection history</th>
<th>Dates/details</th>
</tr>
</thead>
<tbody>
<tr>
<td>First inspection</td>
<td>2000</td>
</tr>
<tr>
<td>Last full inspection</td>
<td>June 2016 - as Henley College (International)</td>
</tr>
<tr>
<td>Subsequent spot check(s) if applicable</td>
<td>N/a</td>
</tr>
<tr>
<td>Subsequent supplementary check(s) (if applicable)</td>
<td>N/a</td>
</tr>
<tr>
<td>Subsequent interim visit(s) (if applicable)</td>
<td>N/a</td>
</tr>
<tr>
<td>Other related non-accredited activities (in brief) at this centre</td>
<td>ESOL</td>
</tr>
</tbody>
</table>
Other related accredited schools/centres/affiliates | N/a
---|---
Other related non-accredited schools/centres/affiliates | N/a

### Student and staff profile

<table>
<thead>
<tr>
<th></th>
<th>At inspection</th>
<th>In peak week: February</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total ELT/ESOL student numbers (FT + PT)</td>
<td>17</td>
<td>20</td>
</tr>
<tr>
<td>Minimum age (including closed group or vacation)</td>
<td>16</td>
<td>16</td>
</tr>
<tr>
<td>Typical age range</td>
<td>18–30</td>
<td>18–30</td>
</tr>
<tr>
<td>Typical length of stay</td>
<td>10 weeks</td>
<td>10 weeks</td>
</tr>
<tr>
<td>Predominant nationalities</td>
<td>Saudi Arabian</td>
<td>Saudi Arabian</td>
</tr>
<tr>
<td>Total number of teachers on eligible ELT courses</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Total number of managers including academic</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Total number of administrative/ancillary staff</td>
<td>4</td>
<td>4</td>
</tr>
</tbody>
</table>

### Premises profile

<table>
<thead>
<tr>
<th></th>
<th>Henley Campus, Henley Road, Bell Green, Coventry CV2 1ED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address of main site</td>
<td>N/a</td>
</tr>
<tr>
<td>Additional sites in use</td>
<td>City Campus, 50 Swanswell Street, Coventry CV1 5DG</td>
</tr>
<tr>
<td>Additional sites not in use</td>
<td>The Henley Campus, formerly Henley College, is located in the north-west of the city. It was built in the 1960s, but substantial refurbishment has taken place since then. The main building is a four-storey block containing teaching rooms, central student services, a learning resources centre, a café, a canteen, and management and administration offices. There is also a student centre with social space and a fitness centre. The City Campus, formerly City College, Coventry, consists of two buildings in a central location and on several bus routes. Student services are located on the ground floor. Other floors house classrooms, staff offices, a canteen, e-learning area and a library. There is some external relaxation space.</td>
</tr>
</tbody>
</table>

### Introduction

#### Background

Henley College (accredited) merged with City College (unaccredited) on 1 August 2017 to form Coventry College, and this name change has already been implemented by the Accreditation Scheme. The purpose of the spot check was to assess the impact of the merger and monitor progress on ‘Points to be addressed’ in the last inspection report. Since the college had indicated that it may wish to make use of the premises of the former City College for some of its future courses, these premises were also inspected.

#### Preparation

The inspector was sent copies of the report of the last full inspection, annual declarations and other relevant correspondence with the Accreditation Unit. He checked the international section of the college website the day before the spot check.

#### Programme and persons present

The inspector arrived at the Henley Campus at 10.30 and left the City Campus at 17.00. He was given tours of the premises on both campuses and had meetings with the assistant principal, student experience; the head of the faculty of ESOL and International, English and maths; the programme manager for international and ESOL; the international recruitment leader, who also has responsibility for publicity; the administrator responsible for international students; and two of the three teachers teaching on eligible courses. He also checked the accommodation database to ensure that all records were up to date, and examined a number of documents. These included college organograms; the action plan on points to be addressed from the previous report; teacher qualifications; teacher observation records; training and staff development records; the safeguarding policy and procedures (September 2017); examples of letters confirming homestay accommodation; a memorandum of understanding with an accommodation agency; and a student information pack.

### Findings

#### Significant changes since the last inspection

#### Management

The most significant change has been the merger in 2017 (see Introduction). Major considerations in developing
new policies, systems and practices have been to prioritise risk management and minimise the impact on the student experience. Evidence for the focus on risk management is the development of a new safeguarding policy. Some changes, such as IT harmonisation, have taken place only recently; and others are still to happen.

The new college has six faculties, rather than the seven schools in the former Henley College. This change was motivated partly on the basis of logical grouping in relation to delivery, but also allowed for some rebalancing to achieve more even student numbers across faculties. International, where the eligible courses are located, still forms part of ESOL and International, English and Maths, but Access is no longer part of this faculty. There is a new head of faculty. Following changes in job descriptions, the former curriculum quality leader for ESOL and International is now the programme manager for these areas, with a new responsibility for appraisal of all academic staff within ESOL and International. She still teaches six hours per week (ESOL). There are plans to make two new appointments for day-to-day management of ESOL and International respectively.

Premises and resources
The new college has access to buildings which were formerly part of City College Coventry. Should the decision be taken to make use of these for teaching, they have all necessary facilities and are entirely fit for purpose.

Teaching and learning
The college does not have a Tier 4 licence. In order to maximise numbers, potential students are given considerable flexibility in class choice and the number of hours they attend.

Annual graded observations are no longer carried out. These have been replaced by a developmental observation conducted by a college-wide team during the annual review week and two shorter learning walks conducted by the TEFLQ programme manager. All these observations are documented and feedback is provided.

Welfare and student services
Following the last inspection, the college decided to make use of an accommodation agency. However, it was dissatisfied with the service provided by the agency used and terminated the contract. An administrator within the international unit has acted as accommodation officer since then. The college is now on the point of agreeing a contract with another agency and a memorandum of understanding has been drawn up.

Safeguarding under 18s
The college has not recruited any students under the age of 18 in the academic year 2017–18, and only a small number of under 18s (three to five at any one time) took part in the summer school 2017.

Action taken on points to be addressed

<table>
<thead>
<tr>
<th>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.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Welfare and student services</td>
</tr>
<tr>
<td>W11 There is no check that homestay hosts have completed fire risk assessments. There was no written evidence that hosts had been visited every two years prior to the current accommodation officer taking up her post.</td>
</tr>
<tr>
<td>Addressed. Evidence submitted to Accreditation Unit.</td>
</tr>
</tbody>
</table>

Other points to be addressed

Management
M20 The complaints procedure contains an inaccurate reference to ‘English in Britain’ and the wording could be improved.
Addressed.

M21 The language used on the website is wordy and in combination with poor layout, over-complicates the information presented.
Addressed.

M24 A minimum age of enrolment is not clearly stated.
Addressed.

M25 The cost of the leisure programme is not stated.
Addressed.

M27 There is no information about the leisure programme.
Addressed.

Report expires 31 March 2021
Teaching and learning
T24 It was not always clear how the needs and cultural backgrounds of the learners were reflected in the schemes of work and lesson plans.
Addressed through programme of continuing professional development (CPD).
T25 Learning objectives often tended to focus on what the learners would do in the lesson rather than what they would know or understand by the end of the lesson.
Addressed through CPD programme.
T28 In some weaker segments, some opportunities to correct students were missed, in particular when the activity focused on accuracy.
Addressed through CPD programme.
T29 In some segments, teachers missed opportunities to allow students time to provide fuller responses of connected speech and over-relied on single word answers and reformulation to check understanding and learning.
Addressed through CPD programme.

Welfare and student services
W8 The language used to explain the system of medical and dental treatment is difficult for lower-level learners and some terminology needs to be explained.
Addressed.
W19 In two homestays there were students with the same first language sharing a room and no evidence that the arrangement had been agreed in writing before their arrival at the college.
Addressed. The accommodation database was checked to ensure that this situation had not re-arisen.

Care of under 18s
C2 The full version of the safeguarding policy is complex and homestay hosts are not required to sign to say they have read it; there is no summarised version of the safeguarding issues relevant to homestay hosts.
Addressed. The policy has not been simplified, but a short version is sent to hosts and they are required to acknowledge that they have read it.
C3 There is insufficient information in publicity about the level of care and support for students aged under 18. There is no statement about the limits of supervision of under 18s outside classes and scheduled activities.
Addressed.
C4 Only the main carer in homestay accommodation is DBS checked. There are no references on file for hosts.
Addressed.
C6 Parental consent forms do not include seeking parental permission for under 18s to take part in social activities off site.
Not addressed. (S3)

Conclusions
The merger has been implemented effectively, with no specific effect on teaching arrangements for students on EFL courses. The college has dealt satisfactorily with almost all ‘Points to be addressed’ in the 2016 report. The premises at the former City College would be entirely suitable should the college wish to make use of these. The school’s action plan should specify how it will monitor the service provided by the accommodation agency with which it is now working.