

Organisation name	Europa English Language School, Bournemouth
Inspection date	11–12 September 2019

Section standards	
<b>Management</b> The management of the provision operates to the benefit of the students, and in accordance with the provider's stated goals, values, and publicity.	Met
<b>Premises and resources</b> The premises provide students and staff with a comfortable and professional environment for work and relaxation. A range of learning resources is available, appropriate to the age and needs of the students. Guidance on the use of these resources is provided for staff and students where needed.	Met
<b>Teaching and learning</b> The academic staff team has a professional profile (qualifications, experience and continuing professional development) appropriate to the context. Teachers receive sufficient guidance to ensure that they support students effectively in their learning. Courses are structured and managed to provide the maximum possible benefit to students. The teaching observed meets the requirements of the Scheme.	Met
<b>Welfare and student services</b> The provision meets the needs of the students for security, pastoral care, information and leisure activities. Students benefit from well-managed student services, including, where offered, out-of-class activities and suitable accommodation.	Met
<b>Safeguarding under 18s</b> There is appropriate provision for the safeguarding of students under the age of 18 within the organisation and in any leisure activities or accommodation provided.	Met

Recommendation
We recommend continued accreditation. However, evidence must be submitted within three months to demonstrate that weaknesses in W1 and W2 have been addressed.

Summary statement
<p>The British Council inspected and accredited Europa English language school in September 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 <a href="http://www.britishcouncil.org/education/accreditation">www.britishcouncil.org/education/accreditation</a> for details).</p> <p>This private language school offers courses in general English for adults (18+) and young people (16+) and for closed groups of under 18s.</p> <p>Strengths were noted in the area of leisure opportunities and safeguarding under 18s.</p> <p>The inspection report noted a need for improvement in the area of learner management.</p> <p>The inspection report stated that the organisation met the standards of the Scheme.</p>

## Introduction

The Europa School of English, Bournemouth, was founded in 2004 and since 2010 has been jointly owned with a German tour operator, International Projects (IP), which has been organising vacation language courses in a number of European countries for over thirty years. A Chinese agent also has a small share in the company.

The school operates year-round adult courses and mini-stay courses for closed groups of under 18s. (Courses offered for under 18s in the summer come under a separate accreditation, along with the junior programmes IP run in various places in the UK).

The inspection lasted two days and the two inspectors had meetings with the general manager/director, the product manager, the school director/director of studies (DoS), the accommodation officer, the operations manager and another director. Focus group meetings were held with teachers, 'supervisors' (activity leaders), group leaders, adult students and students under the age of 18. All teachers timetabled during the inspection were observed. One inspector visited three homestays, and a local hotel which has been used for junior groups.

## Address of main site/head office

45a Christchurch Road, Bournemouth BH1 3PA

## Description of sites visited

School premises are in a converted church near the centre of Bournemouth. Adult students and staff use a side entrance leading to a small reception area, and under 18s enter through the main entrance at the front of the building. The ground floor is divided in two, with one section for adults and the other for under 18s. The adult area has a large hall with a full canteen kitchen, but this is only operational in the busy months of July and August. There are two vending machines in the hall, one for snacks and one for drinks. There is also one male and one female toilet for adults in this section. There are eight classrooms for adult students on the second floor of the building. The other half of the ground floor provides under 18s with ten classrooms, a large hall with a snack vending machine. Hot and cold drinks as well as fruit are available free in both halls. An intermediate floor houses the offices, and two toilets. The teachers' room and further flexible office space are located on the ground floor.

Course profile	Year round		Vacation only	
	Run	Seen	Run	Seen
General ELT for adults (18+)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
General ELT for adults (18+) and young people (16+)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
General ELT for juniors (under 18)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
English for academic purposes (excludes IELTS preparation)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
English for specific purposes (includes English for Executives)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Teacher development (excludes award-bearing courses)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ESOL skills for life/for citizenship	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Comments

The school offers general English lessons to adults of 15 or 22.5 hours per week. Combined general English plus IELTS and general English plus business courses are also offered. In both cases, students study 15 hours of general English in the mornings, and 7.5 hours of either IELTS or business English in the afternoons. The school also offers 'mini-stay' courses to closed groups of under 18s. The length of these courses is negotiated with the students' representatives.

## Management profile

There are three members on the board of directors, two of whom are resident in Germany, and one who lives in the UK. The UK-based director is also the general manager of the school, and is at the school one day per week. The finance as well as the sales and marketing staff members all work from home, either in the UK or in Germany. The product manager line manages the school director/DoS, but is also resident in Germany and visits the school every two weeks outside of the summer months. In terms of management staff, the DoS and the operations co-ordinator work in the school building full-time throughout the year. The operations manager is resident in Poland and visits the school every few weeks outside of the summer. The accommodation officer works mostly from home but is in the school on average once a week. The DoS manages the team of teachers, and the operations co-ordinator

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manages the activity staff.

### Accommodation profile

The provider offers homestay accommodation for its year-round provision. Homestay providers are all within a thirty-minute single bus-ride of the school. (A nearby hotel has been used in the past, but is not currently being offered.)

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### Summary of inspection findings

#### Management

Overall the provision meets the section standard. Clearly stated goals are in place, but the structure of the organisation is unclear both in terms of documentation and also amongst staff. Flexible, family-friendly policies are in place, but there is no evidence of individual job descriptions being reviewed. Student administration is appropriate, but systems for accessing emergency contact details for adult students are insufficient. Publicity does not provide an accurate or fully-detailed overview of the school's provision, but a number of these issues were addressed during the inspection.

#### Premises and resources

The provision meets the section standard. The school building provides a good range of indoor and outdoor spaces for relaxation, but many of the school's classrooms are too small for the maximum class size, and there is nowhere for teachers to store their belongings securely. Syllabus-linked materials are sufficient, but there is a lack of supplementary resources for teachers to draw on.

#### Teaching and learning

Overall the provision meets the section standard. The professional profile of the academic staff team is suitable to the context. Courses are clearly structured to benefit the different groups of students, and teachers are well supported by their line manager. However, there were some weaknesses in supporting students with their learning. The teaching observed met the requirements of the Scheme. There is a need for improvement in *Learner management*.

#### Welfare and student services

The provision meets the section standard and exceeds it in some respects. Students are well cared for, although there are some weaknesses in safety measures. Leisure activities are appropriate and well organised and the accommodation arranged is entirely suitable. *Leisure opportunities* is an area of strength.

#### Safeguarding under 18s

The provision meets the section standard. There is good safeguarding training which ensures that all adults are aware of their responsibilities to young students. Rules are clear overall and accommodation arrangements are well thought through and appropriate. *Safeguarding under 18s* is an area of strength.

#### Declaration of legal and regulatory compliance

The items sampled were satisfactory

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### Evidence

#### Management

Strategic and quality management	Met
M1 There is a clear statement describing the goals and values of the organisation, which is made known to all staff.	Met
M2 The management has clear objectives for the future of the organisation and has realistic plans to achieve them.	Strength
M3 There is a documented and clearly understood structure for the ELT operation. There are sufficient staff to manage and deliver the provision, and to ensure continuity at all times.	Not met
M4 There are effective channels of communication between all involved in the ELT operation, and between the ELT operation and any wider organisation of which it is a part.	Met
M5 The provider regularly obtains and records feedback from students on all the services offered. Feedback is circulated to relevant staff and appropriate action is taken and recorded.	Met
M6 The provider regularly seeks and records feedback from all staff on the services offered. Appropriate action is taken and recorded.	Met
M7 The provider reviews systems, processes and practices with a view to continuing	Met

Report expires 31 March 2024

improvement. Appropriate action is taken and recorded in an annual self-evaluation.	
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### Comments

M2 The school has a clear and detailed statement of organisational goals. These goals are time-bound, and an online platform is used to enable staff to both collaborate and monitor progress.

M3 The organogram does not accurately describe the actual structure within the school and makes no reference to which staff are on the premises on a day-to-day basis. Staff have different titles on different documents and this lack of clarity is evident in the line management systems within the school.

Staff management and development	Met
M8 The provider implements appropriate human resources policies, which are made known to staff.	Strength
M9 The provider specifies the duties of all staff working with ELT students, and regularly reviews these.	Not met
M10 There are effective procedures for the recruitment and selection of all staff.	Not met
M11 There are effective induction procedures for all staff.	Met
M12 There are effective procedures for monitoring and appraising all staff, and for handling unsatisfactory performance or conduct. These procedures are made known to all staff.	Met
M13 There are effective procedures to ensure the continuing professional development of all staff to meet the needs of the individual, the students and the organisation.	Met

### Comments

M8 Policies are good. A comprehensive range of policies and procedures are in place, and the school has a flexible, family-friendly approach to staff working conditions that is much appreciated by the staff concerned.

M9 A number of job descriptions are in place, although none is for the teachers in the year-round school. None of the job descriptions seen show evidence of review.

M10 Signed, dated copies of qualifications for a member of the management team were not kept on file. This was also the case at the previous inspection.

Student administration	Met
M14 Staff are helpful and courteous to students and their representatives, and provide satisfactory 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 Staff carry out enrolment, cancellation and refund procedures efficiently, fairly, and with appropriate sensitivity.	Met
M17 There are effective systems in place to maintain accurate and up-to-date records of student enrolment, payment and course details. These records are accessible at all times to authorised staff.	Met
M18 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
M19 There is a clear and effective policy on student attendance and punctuality that is known to all staff and students and is applied consistently.	Met
M20 All staff and students are made aware of conditions and procedures under which a student may be asked to leave the course.	Met
M21 All students and, where appropriate, group leaders and parents/legal guardians, receive information in writing about how to make a complaint.	Met

### Comments

M14 Interaction between staff and students was positive. Student feedback, both oral and written, commented very favourably on the friendliness and helpfulness of all staff at the school.

M18 Emergency contact details are obtained for all students, but no information on the contacts' level of English is recorded. Details for emergency contacts of under 18s are accessible at all times on the company server, but those for adult students are kept in a physical file at the school, which is not accessible outside office hours.

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.	Not 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.	Not met
M28 Descriptions of staff qualifications are accurate.	Met
M29 Claims to accreditation are in line with Scheme requirements.	Met

### Comments

Publicity comprises a website and a brochure for the adult courses. The mini-stay courses for U18s are advertised on the parent company website and a separate brochure. The websites are the main sources of publicity.

M22 Publicity in general does not give rise to realistic expectations. For example, the website claims that Bournemouth is the UK's happiest town, but this is based on a source that is more than ten years old. The website also advertises the school 'bistro' which serves hot food, but this is only open during the high season in summer. There is no indication on the adult website that under-18s courses are run in the same building. Information on the 'bistro' and under 18s courses was amended during the inspection and are no longer points to be addressed.

M24 No maximum class sizes are given for the adult classes. The minimum age for adult classes is given as 18 although the school accepts students from 16+ on adult courses during the summer. Both of these issues were addressed during the inspection and are no longer points to be addressed.

M26 There is a good level of information regarding supervision for different age groups on the parent company website, but no details were given regarding travel between homestay and the school. This was amended during the inspection and is no longer a point to be addressed.

M27 The websites for both the junior and the adult courses give no information regarding laundry, bedding or towels for students staying with homestays. Information regarding laundry was added during the inspection and is no longer a point to be addressed.

### Premises and resources

<b>Premises and facilities</b>	Met
P1 Premises, including any external areas, are in a good state of repair, cleanliness and decoration, and provide a comfortable environment for students and staff.	Met
P2 Classrooms and other learning areas provide a suitable study environment.	Not met
P3 Students have adequate room and suitable facilities for relaxation and the consumption of food.	Met
P4 Free drinking water is available. A choice of appropriate food at affordable prices is available to students on site, if not available locally.	Met
P5 There is adequate signage to buildings, routes, rooms and exits, and there are facilities for the display of general information.	Met
P6 There is sufficient space for all staff, for meetings, relaxation and the storage of personal possessions, and for teachers to carry out their preparation and marking.	Not met

### Comments

P2 The majority of the classrooms are too small to comfortably accommodate the maximum class size. In some cases, this resulted in students sitting against the same wall that contained the whiteboard, which meant they were unable to see it. In the focus groups, both students and staff mentioned that the rooms were too small.

P6 There is no place for teachers to securely store their personal possessions.

<b>Learning resources</b>	Met
P7 There are sufficient learning resources for the number of students enrolled, appropriate to their age and the level, length and type of courses offered.	Met
P8 There are appropriate resources for teachers, which are adequate in number, accessible, and well maintained and organised.	Not met
P9 Any educational technology inside the classroom and elsewhere is well maintained with adequate technical support. Staff receive appropriate training in using the available technology to support learning.	Met
P10 Any facilities provided for additional or independent learning are appropriately	N/a

equipped and organised.	
P11 Students receive guidance on the use of any resources provided for independent learning.	N/a
P12 There is a policy for the continuing review and development of teaching and learning resources, and evidence of its implementation.	Met
<b>Comments</b>	
P8 Teachers work with a detailed syllabus complete with links to the prescribed materials, but there are very few supplementary resources available. Although students under the age of 18 make up the majority of the school's classes, there are no specific supplementary resources for this age group. Teachers commented on the scarcity of resources.	

## Teaching and learning

<b>Academic staff profile</b>	Met
T1 All academic staff have a level of education normally represented by a Level 6 qualification on the Ofqual register of regulated qualifications.	Met
T2 The teaching team has ELT/TESOL qualifications relevant to the courses they are teaching.	Met
T3 The teaching team has a range of experience, knowledge and skills appropriate to the courses offered and the needs of the learners.	Met
T4 The academic manager/academic management team has an appropriate professional profile to provide academic leadership.	Met
<b>Comments</b>	
All criteria in this area are fully met.	

<b>Academic management</b>	Met
T5 Teachers are matched appropriately to courses.	Met
T6 There are effective procedures for the appropriate timetabling of students, teachers, courses and classrooms.	Met
T7 There are formalised arrangements, satisfactory to students and staff, for covering for absent teachers.	Not met
T8 Where enrolment is continuous, explicit attention is paid to all aspects of academic management affected.	Not met
T9 There are effective arrangements, led by an academic manager, to ensure appropriate day-to-day guidance and support for all teachers.	Met
T10 There are effective arrangements for the observation and monitoring of teachers' performance by a TEFLQ academic manager.	Met
<b>Comments</b>	

T7 The DoS is available for cover, but there is no system in place to allow for the times when he is on the teaching timetable or when more than one teacher is absent.  
T8 No information or guidance is in place to support students who join already existing classes.

<b>Course design and implementation</b>	Met
T11 Course design is based on stated principles. There is a coherent and appropriate course structure described in writing for teachers' guidance.	Met
T12 Course design is regularly reviewed in light of the different and changing needs of students and feedback from teachers and students.	Met
T13 Written course outlines and intended learning outcomes, appropriate to the course length and type, are available to students.	Met
T14 Any activities additional to English classes, and which form part of the language curriculum, encourage the acquisition of language and the development of relevant language skills.	N/a
T15 Courses include study and learning strategies that support independent learning and enable students to benefit from their programmes and continue their learning after the course.	Not met

T16 Courses include strategies which help students to develop their language skills outside the classroom and benefit linguistically from their stay in the UK.	Not met
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#### Comments

T15 The syllabuses for both adult and under 18s do not contain any focus on learning strategies.  
T16 There is no evidence of teachers being encouraged to make links between classroom learning and the local environment. Neither is there any connection between classroom activities and the social programme.

Learner management	Need for improvement
T17 There are effective procedures for the correct placement of students, appropriate to their level and age.	Met
T18 There are effective procedures for evaluating, monitoring and recording students' progress.	Not met
T19 Students are provided with learning support and enabled to change courses or classes where necessary.	Met
T20 Where relevant, students are guided to select the examinations and examination training best suited to their needs and interests.	Not met
T21 Academic reports are made available to students on request and, in the case of under 18s, to their parents/guardians.	Not met
T22 Students wishing to progress to mainstream UK education have access to relevant information and advice.	Not met

#### Comments

T18 Although adult students complete a weekly progress test, no equivalent is in place for younger students on mini-stay courses.  
T20 Although the school offers exam preparation classes, no evidence of clear information for students on examinations was seen. The responsibility for this is not specified in the job description of any member of staff.  
T21 The leaving certificates make claims about student progress, which cannot be empirically validated. In addition, they do not give the name of the school.  
T22 No system is in place to inform students who to approach if they require information on this subject.

#### Classroom observation record

Number of teachers seen	8
Number of observations	8
Parts of programme(s) observed	General English for adults, mini-stay classes for closed groups of under 18s and IELTS preparation class

#### Comments

None.

Teaching: classroom observation	Met
T23 Teachers demonstrate sound knowledge and awareness of the use of English and the linguistic systems underlying it, and provide appropriate models of both spoken and written English.	Met
T24 The content of the lessons shows that the course objectives, the learning needs and cultural backgrounds of the students have been taken into account.	Met
T25 Lessons lead to relevant learning outcomes, made known to students and achieved through a coherent sequence of activities.	Met
T26 Teaching techniques are appropriate to the focus of the lesson and to the needs of the group and individual learners.	Met
T27 Teachers promote learning by the effective management of the classroom environment and resources.	Not met
T28 Students receive appropriate and timely feedback on their performance during the lesson.	Met
T29 Lessons include activities to evaluate whether learning is taking place.	Met
T30 All teachers demonstrate the ability to engage students and create a positive learning atmosphere.	Strength

#### Comments

T23 Sound models of language were provided in most classes. In some segments teachers were confident in their knowledge of linguistic systems, but in others, language items were isolated and not contextualised.

T24 All teachers were following prescriptive syllabuses, and in all lessons seen the content was appropriate and of interest. In the stronger segments, student profiles had informed differentiation in lesson plans.

T25 In stronger segments, learning outcomes were clear and made known to students, but in others there was confusion between lesson aims and learning outcomes, and no evidence that these were communicated to students.

T26 A suitable range of teaching techniques was observed across the classes observed. These included elicitation, nomination of individual students, instruction checking questions, concept checking questions, and effective drilling.

T27 The classroom environment was not managed well. This was not helped by the size of the rooms (see P2), but opportunities for rearranging the furniture and sitting students more appropriately, were missed.

T28 Feedback was handled fairly well. In the better segments there was a range of correction methods used, both on the spot and delayed. In the weaker segments, opportunities to correct language were ignored.

T29 Lesson plans contained a number of checking stages to ensure that learning was taking place, and in the stronger segments there was a real effort to encourage students to reflect on their own performances in a particular task.

T30 In all segments observed, teachers created a positive, and supportive environment, which enabled students to fully engage with their lessons.

### Classroom observation summary

The teaching ranged from good to satisfactory, with half the segments observed being good and half being satisfactory. Teachers demonstrated sound knowledge of language systems and awareness of language use, and lessons had been planned to meet students' needs through a coherent series of activities. Teaching techniques were appropriate, learning materials effectively managed, and feedback provided on student production. Classrooms were not well managed. Students were fully engaged with their learning. The teaching observed met the requirements of the Scheme.

### Welfare and student services

Care of students	Met
W1 Providers ensure the safety and security of students on their premises by measures appropriate to their age and background, and the location.	Not met
W2 There is a comprehensive plan to respond to any emergency. This plan is known to all staff, and relevant elements are known to students.	Not met
W3 Students receive pastoral care appropriate to their age, background and circumstances. All staff and students know the name(s) of the person or people who deal with students' personal problems.	Met
W4 There are policies to promote tolerance and respect, and procedures for dealing with any abusive behaviour. All staff and students are aware of these.	Met
W5 Where relevant, students receive a 24-hour emergency contact number for the provider, in writing.	Met
W6 Students receive in advance information on the most appropriate forms of transport between the point of entry to the UK and the provider or accommodation, including approximate costs.	Strength
W7 Students receive advice on relevant aspects of life in the UK.	Met
W8 Students have access to adequate health care provision.	Met

### Comments

W1 Some effective security measures are in place, such as CCTV cameras and staffed reception areas. However, fire drills are not suitably logged, and some hazards have not been properly identified and addressed.

W2 Although a crisis response policy has been written, with some useful and relevant procedures, it is not yet known to staff.

W6 Procedures are very good. The majority of students are met at airports or coach stations and taken to the school, where they are met by their homestay hosts. Procedures are clear, there is minimal wait time, and drivers are well known to the organisation and able to deal with delays and disruptions.

Accommodation (W9–W22 as applicable)	Met
<i>All accommodation</i>	
W9 Students have a comfortable living environment throughout their stay.	Met
W10 Arrangements for cleaning and laundry are satisfactory.	Met
W11 A responsible representative inspects all accommodation (for safety and suitability) before students are placed, and at least every two years after that.	Strength

W12 Students receive written confirmation of accommodation booked, giving clear and accurate information.	Met
W13 There are effective procedures for identifying and resolving any problems students have with their accommodation.	Met
W14 Accommodation providers receive written confirmation of the rules, terms and conditions applied by the provider with respect to the provision of accommodation services.	Met
W15 Students receive meals as agreed; these offer a well-balanced diet, taking into account any reasonable dietary requirements students may have.	Strength

#### Comments

W11 Systems are good. The accommodation officer inspects using a clear, comprehensive checklist. It is evident that she has established good working relationships with the hosts, who choose not to work with other providers. W15 The families visited take pleasure in cooking for their students; in the student meeting, several commented favourably on the meals provided.

<i>Accommodation: homestay only</i>	
W16 Homestay hosts accommodate no more than four students at one time.	Met
W17 Homestay hosts do not accommodate more than one student with the same language, unless the students, their agents, parents or legal guardians specifically request this in writing.	Met
W18 No more than two students share the same bedroom, unless the students, their agents, parents or legal guardians specifically request this in writing.	Met
W19 English is the language of communication within the homestay home.	Met
W20 Hosts ensure that there is an adult available to receive students on first arrival.	Met

#### Comments

All criteria in this area are fully met.

<i>Accommodation: other</i>	
W21 Students receive information about the implications of their living in private rented accommodation and advice in case of difficulties.	Met
W22 The provider monitors any other accommodation recommended, and booking and payment arrangements are clear.	Met

#### Comments

All criteria in this area are fully met.

<b>Leisure opportunities</b>	Area of strength
W23 Students have appropriate information about and access to social, cultural and sporting events and activities which enhance their experience of studying in the UK.	Met
W24 The content of any leisure programme is appropriate to the age and interests of the students.	Strength
W25 Any leisure programmes are well organised and sufficiently resourced.	Strength
W26 There are effective systems to ensure the health and safety of students on all on-site and off-site activities.	Strength
W27 Staff supervising sporting and leisure activities on or off-site have appropriate experience and training.	Met

#### Comments

W24 The social programme is very good. The majority of students have some activities included in their courses, which have been negotiated prior to arrival. Alternatives can be offered if scheduled activities need to be cancelled. Students commented positively on the activities offered.

W25 Leisure programmes are very well organised. Activity leaders are provided with packs for all activities and excursions, as well as appropriate training, ensuring they are well prepared and confident. There was evidence of activities being provided in response to student requests.

W26 Systems are very good. Appropriate risk assessments are prepared for all activities and excursions, which are then updated after each visit.

## Safeguarding under 18s

Safeguarding under 18s	Area of strength
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.	Strength
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.	Met
S7 There are suitable arrangements for the accommodation of students.	Strength
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

The majority of the school's provision is for under 18s. At the time of the inspection, 60 of the 70 students enrolled were under 18, which is typical of the provision in general. The majority of under 18s come in closed groups. Although individual 16 and 17 year-olds may be enrolled on adult courses, very few do so; two in the past year.

S2 Safeguarding training is good. All staff undertake at least basic level training, using an online course specifically devised for the organisation. Managers and senior managers have done advanced or specialist level training and ensure that group leaders and homestay hosts are suitably trained.

S5 Arrangements are very good. Students are well supervised by their teachers or the 'supervisors' (activity leaders), with supervision ratios on activities that take into account the ages of the students, the nature of the event and the experience of accompanying group leaders.

S7 Accommodation arrangements are good. Under 18s stay in homestay accommodation within walking distance or a short bus ride of the school, with no student staying on their own. During the summer months, a student residence is also offered, and a nearby hotel has been used in the past. This option is currently being reassessed following concerns raised in a previous report.

### Declaration of legal and regulatory compliance

D1 The organisation certifies that it operates at all times in accordance with the declarations in the *Declaration of legal and regulatory compliance*.

The Accreditation Scheme requires accredited providers to comply with all applicable laws and regulations. Providers must take steps to ensure that they are aware of, and comply with, all existing and new legal requirements.

On initial application and annual renewal of accreditation, providers are required to confirm that they are complying with all applicable laws and regulations.

Inspectors will check a random sample of items during inspection, in relation to criterion D1; if they find evidence of a breach of statutory or other legal requirements, the provider will be required to submit evidence of compliance confirmed by the appropriate regulatory body.

Any breach of the law or regulations will be viewed seriously by the Scheme and may result in the withdrawal or withholding of accreditation.

Any sustained breach of the law or regulations which an accredited provider fails upon reasonable notice to remedy will result in accreditation being withdrawn.

### Comments

D1 The items sampled were satisfactory.

### Organisation profile

Inspection history	Dates/details
First inspection	December 2008
Last full inspection	August 2015

Subsequent spot check (if applicable)	August 2016
Subsequent supplementary check (if applicable)	N/a
Subsequent interim visit (if applicable)	N/a
Current accreditation status	Accredited
Other related non-accredited activities (in brief) at this centre	N/a
Other related accredited schools/centres/affiliates	Europa School of English Summer Programmes
Other related non-accredited schools/centres/affiliates	N/a

#### Private sector

Date of foundation	2004
Ownership	Name of company: Europa School of English Ltd Company number: 05251729
Other accreditation/inspection	N/a
Type of institution	Private

#### Premises profile

Details of any additional sites in use at the time of the inspection but not visited	None
Details of any additional sites not in use at the time of the inspection and not visited	None

#### Student profile

	At inspection	In peak week: September (organisation's estimate)
<b>ELT/ESOL students</b> (eligible courses)	At inspection	In peak week
Full-time ELT (15+ hours per week) 18 years and over	10	48
Full-time ELT (15+ hours per week) aged 16–17 years	32	87
Full-time ELT (15+ hours per week) aged under 16	28	26
Part-time ELT aged 18 years and over	N/a	N/a
Part-time ELT aged 16–17 years	N/a	N/a
Part-time ELT aged under 16 years	N/a	N/a
<b>Overall total</b> ELT/ESOL students shown above	<b>70</b>	<b>161</b>
Junior programmes: advertised minimum age	13 (10-12 on request for closed groups)	13 (10-12 on request for closed groups)
Junior programmes: advertised maximum age	17 (in closed groups older on request)	17 (in closed groups older on request)
Junior programmes: predominant nationalities	Italian, German, Russian	Italian, German
Adult programmes: advertised minimum age	16+	16+
Adult programmes: typical age range	18 to 35	18 to 35
Adult programmes: typical length of stay	6 weeks	6 weeks
Adult programmes: predominant nationalities	French, Italian, Saudi Arabian	French, Italian, Saudi Arabian

#### Staff profile

	At inspection	In peak week (organisation's estimate)
Total number of teachers on eligible ELT courses	8	14
Number teaching ELT 20 hours and over a week	2	
Number teaching ELT under 19 hours a week	6	
Number of academic managers for eligible ELT courses	1	1
Number of management (non-academic) and administrative staff working on eligible ELT courses	4	
Total number of support staff	1	

#### Academic manager qualifications profile

Profile at inspection

Professional qualifications	Number of academic managers
TEFLQ qualification	1
Academic managers without TEFLQ qualification or three years relevant experience	0
Total	1

**Comments**

None.

**Teacher qualifications profile**

Profile in week of inspection	
Professional qualifications	Number of teachers
TEFLQ qualification	3
TEFLI qualification	5
Holding specialist qualifications only (specify)	0
Qualified teacher status only (QTS)	0
Teachers without appropriate ELT/TESOL qualification	0
Total	8

**Comments**

None.

**Accommodation profile**

Number of students in each at the time of inspection (all students on eligible courses)		
Types of accommodation	Adults	Under 18s
<i>Arranged by provider/agency</i>		
Homestay	6	60
Private home	0	0
Home tuition	0	0
Residential	0	0
Hotel/guesthouse	0	0
Independent self-catering e.g. flats, bedsits, student houses	0	0
<i>Arranged by student/family/guardian</i>		
Staying with own family	0	0
Staying in privately rented rooms/flats	4	0
Overall totals adults/under 18s	10	60
Overall total adults + under 18s	70	