

Organisation name	Europa School of English Junior Centres, Bournemouth
Inspection date	23 April 2019
Current accreditation status	Accredited
Reason for spot check	Signalled: follow up on Points to be addressed

Recommendation

We recommend continued accreditation. The next inspection in which the year-round junior courses are inspected falls due in autumn 2019; there are no grounds for bringing this forward. However, at the time of this inspection, the accommodation arrangements for under 18s at all times during the academic year should be checked. The next inspection in which the summer junior courses are inspected falls due in summer 2020; there are no grounds for bringing this forward.

Changes to the summary statement

The area of strength awarded to Care of under 18s (2019: *Safeguarding under 18s*) in the August 2016 report should be removed. This was recommended in the May 2018 spot check report and is confirmed by this report.

New summary statement

The British Council inspected and accredited Europa School of English Junior Centres in August 2016, May 2018 and April 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 for details).

This large private language teaching organisation offers courses in general English for under 18s.

Strengths were noted in the areas of quality assurance 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 structure is sound and effective. Human resources policies are appropriate. There is a commitment to continued improvement and to quality assurance. The provision operates to the benefit of its students in accordance with its publicity. *Quality assurance* is an area of strength.

Safeguarding under 18s

The provision meets the section standard. Overall, there is appropriate provision for the safeguarding of students under the age of 18 within the centres, in any leisure activities and in the homestay accommodation. There are some weaknesses in the arrangements made for the residential accommodation.

Organisation profile

Inspection history	Dates/details
First inspection	2008 (as part of year-round school)
Last full inspection	August 2016
Subsequent spot check(s) (if applicable)	May 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	N/a
Other related accredited schools/centres/affiliates	Europa School of English: year-round school for adults (18+)

Other related non-accredited schools/centres/affiliates	N/a	
Student and staff profile	At inspection	In peak week: July
Total ELT/ESOL student numbers (FT + PT)	72	640
Minimum age (including closed group or vacation)	13	9
Typical age range	14–16	12–16
Typical length of stay	2 weeks	2 weeks
Predominant nationalities	German	German, Italian, Russian
Total number of teachers on eligible ELT courses	6	60
Total number of managers including academic	4	28
Total number of administrative/ancillary staff	9	80

Premises profile

Address of main site	45a Christchurch Road, Bournemouth BH1 3PA
Additional sites in use	N/a
Additional sites not in use	Summer centres in Bournemouth, Exeter, Exmouth, Teignmouth and Winchester
Sites inspected	45a Christchurch Road, Bournemouth BH1 3PA

Introduction

Background

Following a spot check of Europa School of English Junior Centres held in May 2018, which focused on the area of homestay accommodation for under 18s in Bournemouth, a further spot check was recommended to focus on weaknesses in T4 and S4. This second spot check was first scheduled for autumn 2018; however, in order to inspect the school when junior courses were being held the inspection was put back until spring 2019.

Until now the accreditation of any junior courses held in the main Bournemouth school during the academic year has been included with that of the junior courses held during the summer. There are five summer centres; one of the centres is in Bournemouth but in premises separate from the school. It has been decided that from autumn 2019 any junior courses held at the school will be included in the accreditation of the year-round provision. The next full inspection for the year-round provision falls due in autumn 2019. The next full inspection of the summer junior courses falls due in summer 2020.

Therefore, although this spot check refers back to points to be addressed made in reports on Europa School of English Junior Centres, from autumn 2019 courses such as these held during the Easter period will be included in the inspection of the year-round provision at the main school.

During the last 12 months a number of closed groups from Germany, Italy and Russia have followed vacation courses at Europa School of English during the students' own school breaks, for example at Easter or in May. The majority of junior students come in the summer vacations for courses held at five centres where groups are integrated and there are a few individually enrolled students.

At the time of the inspection all the junior students were part of a closed group recruited from different parts of Germany by the partner agent. They had travelled to the school by coach, accompanied by the supervisors (activity leaders). The students were staying in homestays (31 students) and in residential accommodation (41 students).

Preparation

The inspectors had access to the last full report (August 2016), the spot check report (May 2018) and related correspondence. The school was informed that the inspection would take place over the Easter period but the specific date was not given.

Programme and persons present

The inspection was conducted by two inspectors from 10.30 until 16.45. Meetings were held with the director, the product manager–UK, the school director, the operations manager, and the accommodation officer. The inspectors also spoke to a representative group of students, to all six teachers, to two supervisors and to an intern. Relevant documentation was scrutinised: for example, staff and host files, course curricula, lesson observation records, safeguarding policies and risk assessments.

Findings

Management

The management team has recently been strengthened by the addition of a suitably qualified and experienced academic manager: the school director. He joined the school in January 2019.

Teaching and learning

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

Welfare and student services

The suitable residential student accommodation used for the summer vacation course in Bournemouth is not available during the academic year. Rooms in a nearby hotel are used for students and supervisors.

Safeguarding under 18s

Findings are reported in the following section.

Teaching and learning

Academic staff profile	Met
T1 All academic staff have a level of education normally represented by a Level 6 qualification on the Ofqual register of regulated qualifications.	Not 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
Comments	
T1 One teacher does not have a level of education normally represented by a Level 6 qualification. It was noted in his file that he had undertaken post-school training/education. However, there was no evidence of such training on file to support a rationale.	
T4 The academic management team consists of the product manager–UK who is based in Germany and spends one week in four in Bournemouth, and the recently appointed school director who is based in Bournemouth. Both are TEFLQ. The school director is responsible for the management of the academic managers (called lead teachers) of the summer centres, and all teaching staff in the UK.	

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.	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.	Strength
S7 There are suitable arrangements for the accommodation of students.	Not 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 the majority of students in the school were aged under 18. Courses for a small number of adults were also running in a separate part of the premises. The following criteria were not looked at in detail during this inspection: S2, S3, S5, S6 (formerly C2, C3, C5, C6). The comments have been carried over from the full report of August 2016.

S1 Although all other requirements are met and the names of the people responsible for the document and for its implementation are named, the name of the designated safeguarding lead for the time of the inspection was not given in the safeguarding policy. The document uses the former terminology: e.g. Level 3 instead of 'specialist safeguarding training'.

S2 The policy is made available to parents, staff and other adults in contact with under 18s. A summary of the relevant points is given to homestay hosts and explained by the welfare officer when she visits. The welfare officer has had specialist safeguarding training. All employees complete basic awareness safeguarding training and hosts have face-to-face training from the welfare officer. All managers have had advanced training and the principal and three senior managers have had specialist-level training.

S4 Overall this criterion is met. It was not possible to check the references of the supervisors; they are recruited in Germany by the partner agent and their files were not accessible at the time of the inspection.

S5 Effective arrangements are made for the supervision and safety of students during scheduled lessons and activities. Rules and required supervision ratios are appropriate for the different age groups of students enrolled and are strictly enforced. Students in different age groups are identified by coloured wristbands. 'Supervisors' (activity staff) are well trained in their duties and responsibilities during a thorough induction before students arrive. Staff in Germany responsible for processing enrolments are aware of the importance of not enrolling students aged 18 and over, and there is a procedure in place for dealing with this if it were to occur.

S6 There are clear rules for what students may do between and outside scheduled activities, and appropriate to the location. Older students are allowed some free time in town, but only for limited periods, in pre-defined areas and in the company of another student. The location of a student is known at all times.

S7 Although a risk assessment of the hotel exists, there is evidence that a generic risk assessment for use with a different type of residential accommodation had been used and not adequately adapted; the potential risks resulting from accommodating students aged under 18 in a hotel used by the general public have not been formally or adequately assessed. The arrangements relating to the residential accommodation are not suitable for the following reasons. Students' rooms are not located in a separate part of the hotel, inaccessible to other hotel guests; they are on a number of floors, on corridors with rooms used by members of the general public. Students in the focus group reported that the rooms were not in a good state of repair or cleanliness.

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. Only points reviewed during this spot check are included here. Any points outstanding will be checked at the next full inspection.

Management

M5 (2019: M8) Some aspects of the human resources policies are not fully implemented. Several of the appointments for this summer did not have a reference on file. Staff handbooks describe disciplinary and grievance procedures but not capability procedures.

Partially addressed. There is evidence of suitable policies and procedures for staff recruited in the UK. The files for those appointed in Germany (e.g. the supervisors) were not available for scrutiny. Capability procedures are now included in handbooks.

T10 (2019: T11) The template form used for observations does not have sections for evaluation and points to work on and is sometimes insufficiently completed.

Addressed.

T14 (2019: T13) Weekly work plans and records describe the topics and language to be covered but they are not expressed as intended learning outcomes.

Not addressed. Course outlines and intended learning outcomes are not consistently made available to students in writing.

C4 (2019: S4) References are not always followed up when recruiting new staff. References are not requested for potential homestay hosts and two references were not available for recently recruited teachers. A DBS certificate for one teacher was four years old and was generated by another language school.

Addressed. Newly recruited homestay hosts are required to provide two references. Efforts are being made to obtain two references for all hosts recruited since January 2016; under 18s are not placed with those who do not yet have two references on file. It was not possible to check the references of the supervisors.

Conclusions

The main purpose of the inspection was to focus on weaknesses in T4: the academic management team, and S4: recruitment procedures for roles involving responsibility for under 18s. With the appointment of a suitably qualified and experienced academic manager to oversee all adult and junior courses T4 is now fully met. S4 has also been addressed. There is evidence that appropriate recruitment procedures are in place for all members of staff recruited in the UK and for new homestay hosts. Under 18s are only placed with hosts recruited since January 2016 if there

are two references on file. Efforts are being made to obtain two references for all other hosts recruited since January 2016. References for the supervisors appointed in Germany were not made accessible to the inspectors.

However, after scrutinising the relevant risk assessments and discussing the accommodation arrangements in the hotel with supervisors and students, the inspectors conclude that S7 is not met.
