

| | |
|------------------------------|---------------------------------------|
| Organisation name | Eurospeak Southampton |
| Inspection date | 15 February 2023 |
| Current accreditation status | Accredited |
| Reason for spot check | Routine: newly accredited institution |

Recommendation

We recommend continued accreditation. The next inspection falls due in 2025; there are no grounds for bringing this forward.

Changes to the summary statement

No changes need to be made to the summary statement, apart from adding the date of this inspection.

New summary statement

The British Council inspected and accredited Eurospeak Southampton in February 2020 and February 2023. 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).

This private language school offers courses in general English for adults (18+) and young people (16+) and vacation courses for under 18s (12+).

Strengths were noted in the areas of premises and facilities and teaching.

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

Updated summary inspection findings
Management

The provision meets the section standard. The school operates to the benefit of the students in accordance with stated goals and values. The management of the school works effectively and communication is very good. Student administration is carried out efficiently. Publicity is well presented, clear and accurate.

Welfare and student services

The provision meets the section standard. There is appropriate provision for the pastoral care of students, accommodation and leisure.

Safeguarding under 18s

The provision meets the section standard. The safeguarding of students under the age of 18 is appropriate within the school, in leisure activities and in accommodation.

Organisation profile

| Inspection history | Dates/details |
|---|--|
| First inspection | February 2019 (spot check to confirm accreditation by extension) |
| Last full inspection | February 2020 |
| 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 | Eurospeak Reading |
| Other related non-accredited schools/centres/affiliates | N/a |

| Student and staff profile | At inspection | In peak week: August |
|--|---------------|----------------------|
| Total ELT/ESOL student numbers (FT + PT) | 26 | 70 |
| Minimum age (including closed group or vacation) | 18 | 16 |
| Typical age range | 19–49 | 18–55 |
| Typical length of stay | 12 weeks | 12 weeks |
| Predominant nationalities | Saudi Arabian | Saudi Arabian |
| Total number of teachers on eligible ELT courses | 3 | 5 |
| Total number of managers including academic | 2 | 2 |
| Total number of administrative/ancillary staff | 4 | 4 |

| Premises profile | |
|-----------------------------|---|
| Address of main site | 10 Cumberland Place, Southampton SO15 2BH |
| Additional sites in use | N/a |
| Additional sites not in use | N/a |
| Sites inspected | N/a |

Introduction

Background

Eurospeak Southampton was originally accredited by extension from Eurospeak Reading in February 2019 and was subsequently fully accredited in 2020. This was a routine spot check of a newly accredited provider.

Preparation

The spot check was conducted remotely over the equivalent of half a day. The provider was contacted in advance to enable the inspector to set up the timings of the meetings and also to request specific documents to be sent ahead of the inspection. An outline programme was sent two days before the spot check to ensure the availability of key staff and students.

Programme and persons present

Meetings were held with the school director, the director of studies (DoS) and two administration officers; a focus group was held with the three teachers and another with four students. The school director provided an online tour of the premises.

Findings

Management

There has been no change in the school director and owner since the last inspection but there have been two changes in director of studies. A new DoS was appointed shortly after the inspection in 2020 and left in November 2022 to be replaced by the assistant director of studies. The school director and DoS divide their time equally between Eurospeak Southampton and Eurospeak Reading. Teachers reported that they were very well managed and that communication was very good. There are clear short-term and long-term objectives for the school and good training and staff development opportunities are provided for staff.

Administrative processes are handled very efficiently and both staff and students feel well supported by the administrative team. Two administrative officers have been with the school for several years; one of them works remotely and the other works between both schools. A further administrative officer is based solely in Southampton, as are the three teachers.

Publicity is via the website and is clear and well presented.

Premises and resources

There have been no changes to the premises since the last inspection. The school is well maintained and of a high standard with good facilities for staff and students including a kitchen and a pleasant and secure outside space for relaxation. All classrooms have interactive whiteboards and there are sufficient and appropriate learning resources for the types of courses being offered.

Teaching and learning

During lockdown the school moved to online teaching but returned to face-to-face delivery last summer. Courses and the approaches to teaching and learning are essentially the same as at the last inspection.

No classes were observed but students in the focus group reported that teaching was of a high standard and that they felt they were making good progress. Teachers are regularly observed and reported that the process was helpful and supportive.

Welfare and student services

Students reported that they were well supported by all staff in the school. Risk assessments for the premises were comprehensive and robust, as were those provided for social activities and excursions. Most students in the school are living locally with family or in privately rented accommodation so the school only has a small number of homestay hosts. At the time of the spot check only one student was staying in homestay accommodation.

Safeguarding under 18s

At the time of the inspection there were no students under the age of 18 in the school. The school only accepts under 18s who are living with parents or a family member locally. The school director is the designated safeguarding lead and a simplified safeguarding policy has been produced to ensure all stakeholders are fully aware of their responsibilities. All staff in the school have had safeguarding training as appropriate to their responsibilities.

Action taken on points to be addressed

Points which must be addressed within three months

Welfare and student services

W1 A risk assessment has not been carried out on the main school premises.

Addressed. A detailed risk assessment has been created.

W2 Procedures to follow in the event of an emergency on or off-site have not been made clear to staff and students.

Addressed. The emergency plan has been made available to staff and discussed in meetings. Posters displaying key information to students are around the school and relevant information is provided during student induction. This was confirmed in focus groups.

Safeguarding under 18s

S1 The school does not have a simplified version of the safeguarding policy. Staff roles and responsibilities relating to safeguarding are not made sufficiently clear to students.

Addressed. A simplified version of the safeguarding policy has been provided to staff and key information is provided to staff and students at induction.

S5 Insufficient guidance is given to staff on dealing with students under the age of 18 on leisure activities or lessons which take place off the main premises.

Addressed. An overview document for dealing with under 18s on leisure activities and in lessons has been created and a section has been added to the risk assessment form that specifically relates to under 18s.

Other points to be addressed

Management

M2 Plans for the development of the school are insufficiently detailed.

Addressed. A more detailed plan was provided.

M11 Procedures for checking that all aspects of induction have been covered are insufficient.

Addressed. A centralised induction tracker has been developed that is stored centrally online and available for updating by the DoS and the administrative team.

M23 The terms and conditions are written in complex legal English and are not easily understood.

Addressed. The terms and conditions have been simplified and are now clear and accessible.

M24 The publicity does not make it clear that students aged 16 and 17 years may be accepted on adult courses if an adult relative is enrolled on the same programme.

Addressed. The publicity now makes this clear.

Premises and resources

P8 The range of supplementary materials available for teachers is limited.

Addressed. Supplementary materials have been purchased. Teachers confirmed that resources were adequate.

Conclusions

From the evidence seen during this spot check, the overall provision meets the standards of the Scheme. All points to be addressed from the last inspection have been addressed and the school has maintained its processes and standards throughout the pandemic.
