**Spot check report**

<table>
<thead>
<tr>
<th>Organisation name</th>
<th>ILS English, Nottingham</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inspection date</td>
<td>8 June 2016</td>
</tr>
</tbody>
</table>

**BACKGROUND**

**Organisation profile**

<table>
<thead>
<tr>
<th>Inspection history</th>
<th>Dates/details</th>
</tr>
</thead>
<tbody>
<tr>
<td>First inspection</td>
<td>June 2003</td>
</tr>
<tr>
<td>Last full inspection</td>
<td>March 2015</td>
</tr>
<tr>
<td>Subsequent spot check (if applicable)</td>
<td>N/a</td>
</tr>
<tr>
<td>Subsequent supplementary check (if applicable)</td>
<td>N/a</td>
</tr>
<tr>
<td>Subsequent interim visit (if applicable)</td>
<td>N/a</td>
</tr>
<tr>
<td>Other related non-accredited activities (in brief) at this centre</td>
<td>Externally-validated pre-service ELT training courses</td>
</tr>
<tr>
<td>Other related accredited schools/centres/affiliates</td>
<td>N/a</td>
</tr>
<tr>
<td>Other related non-accredited schools/centres/affiliates</td>
<td>N/a</td>
</tr>
</tbody>
</table>

**Current accreditation status and reason for spot check**

<table>
<thead>
<tr>
<th>Current accredited status</th>
<th>Accredited</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reason for spot check</td>
<td>Signalled: monitor effect of change of provision</td>
</tr>
</tbody>
</table>

**Premises profile**

<table>
<thead>
<tr>
<th>Address of main site</th>
<th>3.3 Clarendon Park Clumber Avenue Nottingham NG5 1AH</th>
</tr>
</thead>
<tbody>
<tr>
<td>Details of any additional sites in use at the time of the inspection</td>
<td>2.1 Clarendon Park Clumber Avenue Nottingham NG5 1AH</td>
</tr>
<tr>
<td>Details of any additional sites not in use at the time of the inspection</td>
<td>N/a</td>
</tr>
<tr>
<td>Sites inspected</td>
<td>The above</td>
</tr>
</tbody>
</table>

**Student and staff profile**

<table>
<thead>
<tr>
<th>At inspection</th>
<th>In peak week July</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total ELT/ESOL student numbers (FT + PT)</td>
<td>44</td>
</tr>
<tr>
<td>Minimum age (including closed group or vacation)</td>
<td>16</td>
</tr>
<tr>
<td>Typical age range</td>
<td>25–35</td>
</tr>
<tr>
<td>Typical length of stay</td>
<td>Two months</td>
</tr>
<tr>
<td>Predominant nationalities</td>
<td>Saudi Arabian, Spanish</td>
</tr>
<tr>
<td>Total number of teachers on eligible ELT courses</td>
<td>10</td>
</tr>
<tr>
<td>Total number of administrative/ancillary staff</td>
<td>5</td>
</tr>
</tbody>
</table>
INTRODUCTION

Background
At the time of the previous inspection, the school’s minimum student age was 18 but there were two 17 year-old students in the school and students as young as 12 had previously been taught there. The school subsequently decided that the minimum age would be 18; this age was given on the school’s website after the previous inspection. However, the school has now decided that it will admit 16 and 17 year-old students. This spot check inspection was to check whether suitable measures are in place to care for these younger students. A further aim was to consider the suitability of the newly appointed director of studies (DoS) for the post.

Preparation
The previous report and associated documentation were reviewed and the school’s website visited. The inspector made contact with the school before the visit but the date of the inspection was not known.

Programme and persons present
The inspector arrived at 10.15. Meetings were held with the managing director (MD), the DoS, the accommodation manager and an administrator. The inspector left at 13.45.

FINDINGS

The school has implemented its decision to admit 16 and 17 year-olds though none have so far been enrolled. It has introduced a number of policies and procedures to ensure that the safeguarding aspects of such provision are satisfactory. Staff are suitably trained. The MD is enrolled on an advanced safeguarding course in June 2016.

All staff have received Prevent training and the MD is enrolled on an advanced Prevent training course in June 2016.

The recently-appointed DoS is suitably qualified and experienced.

A significant number of points to be addressed from the previous report have been remedied.

Care of under 18s

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Not met</th>
<th>Met</th>
<th>Strength</th>
<th>See comments</th>
<th>N/a</th>
</tr>
</thead>
<tbody>
<tr>
<td>C1 Safeguarding policy</td>
<td>☐</td>
<td>☒</td>
<td>☐</td>
<td>☒</td>
<td>☐</td>
</tr>
<tr>
<td>C2 Guidance and training</td>
<td>☐</td>
<td>☒</td>
<td>☐</td>
<td>☒</td>
<td>☐</td>
</tr>
<tr>
<td>C3 Publicity</td>
<td>☒</td>
<td>☐</td>
<td>☐</td>
<td>☒</td>
<td>☐</td>
</tr>
<tr>
<td>C4 Recruitment procedures</td>
<td>☐</td>
<td>☒</td>
<td>☐</td>
<td>☒</td>
<td>☐</td>
</tr>
<tr>
<td>C5 Safety and supervision during scheduled lessons and activities</td>
<td>☐</td>
<td>☒</td>
<td>☐</td>
<td>☒</td>
<td>☐</td>
</tr>
<tr>
<td>C6 Safety and supervision outside scheduled lessons and activities</td>
<td>☐</td>
<td>☒</td>
<td>☐</td>
<td>☒</td>
<td>☐</td>
</tr>
<tr>
<td>C7 Accommodation</td>
<td>☐</td>
<td>☒</td>
<td>☐</td>
<td>☒</td>
<td>☐</td>
</tr>
<tr>
<td>C8 Contact arrangements</td>
<td>☐</td>
<td>☒</td>
<td>☐</td>
<td>☒</td>
<td>☐</td>
</tr>
</tbody>
</table>

Comments
The school decided to admit 16 and 17 year-olds from 1 May 2016; so far none have been enrolled.

C1 There is now a satisfactory safeguarding policy in place with three named safeguarding officers. The MD is the designated person but this is not made clear in the policy.
C2 All staff are DBS checked and have basic safeguarding training. The MD is enrolled on an advanced course to take place in June 2016. All sub-contractors are made aware of the school’s safeguarding policy.
C3 Publicity does not currently indicate the level of care available for under 18s.
C5 The level of care available to under 18s during scheduled lessons and activities is made clear in school documentation.
C7 Under 18s are accommodated in homestays. Hosts are checked and briefed. There is a curfew of 22.00.
Care of under 18s summary

The provision meets the section standard. There is appropriate provision for the safeguarding of students under the age of 18 within the organisation and in leisure activities and accommodation provided.

POINTS TO BE ADDRESSED

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

Management
M3 The job descriptions are lists of tasks rather than considered roles and need to be updated once the exact division of work is clear. They contain references to people no longer working in the school.
Not yet addressed.
M5 Appointment procedures for academic staff have gaps in the information sought and kept.
Partially addressed. There is full information on staff employed since the previous inspection.
M8 Appraisal procedures are available for academic staff but these are not applied systematically.
Partially addressed. Measures have been taken to apply appraisal procedures systematically for academic staff but the recent change of DoS has delayed the process.
M18 Met but there is no initial questionnaire.
Not yet addressed.
M26 The publicity states that ‘our Accommodation Officer can also organise short or long term stays in local hotels or guest houses’. However, it was reported at the time of the visit that the school does not recommend hotels and guest houses to students and it certainly does not monitor any such accommodation.
Addressed. The publicity no longer contains the above statement.

Teaching and learning
T11 The feedback following observations is not always fully documented.
Addressed. Recent observation feedback has been fully documented.
T17 Information gleaned on students and their language needs during the level placement interviews is not always handed over to the teachers allocated to teach them.
Addressed.
T18 Tutorials are scheduled in week 6 or 7 of a 12 week term but are not routinely given.
Addressed.

Welfare and student services
W7 Students are not provided with a list of local places of worship and are not advised about procedures in case of questioning or arrest by the police.
Addressed.
W8 The information about rights to medical services is not sufficiently detailed and there is no reference to dental treatment.
Addressed.
W9 One host stated that she ‘changed the bed linen every two to three week, every two weeks in summer’ and she had not routinely provided the student with towels. In the residence, towels are not provided and it is not stated explicitly in pre-arrival information that students must provide their own towels.
Addressed. All hosts have been re-sent a copy of the Homestay Guidelines along with a letter to sign confirming that they have been read.
W10 The homestay checklist does not ask whether the host has conducted a fire risk assessment and does not ask for a gas safe certificate.
Addressed.
W11 Not all the accommodation on the active register has been inspected within two years. The homestay checklist (which is also used for revisits) does not ask whether the host has conducted a fire risk assessment and does not ask for a gas safe certificate.
Partially addressed. All hosts who would accommodate under 18s have been revisited. There is a programme for revisiting other homestays.
W12 The registers do not contain information, for all hosts, as to whether fire risk assessments have been carried out and whether hosts have a gas safe certificate.
Addressed.
W14 Action taken in response to problems or complaints is not always recorded.
Not yet addressed.
W17 Long-standing hosts are not reminded about the requirements and some requirements have not been updated to include, for example, the need for a gas safe certificate.
Addressed.
W24 Students are not routinely informed of the implications of their living in bed-sits or flats. The availability of advice in case of difficulties is not advertised.
Not yet addressed.
The school’s claim that it does not recommend or monitor hotels and guest houses is not consistent with the publicity where it states that ‘our Accommodation Officer can also organise short or long term stays in local hotels or guest houses’.

Addressed.

Care of under 18s
C1 The policy has not been sufficiently well adapted for the context of the school; some clauses are not appropriate or relevant.

Addressed.

C3 Publicity (or other information made available to students, their parents or legal guardians before enrolment) does not give appropriate information about the level of care and support given to students under 18.

Not yet addressed.

C4 Currently new homestay hosts are not required to provide references. The files of most academic staff members do not contain written references.

Addressed. References and proof of identity are now obtained from new homestay hosts. There are references for newly-employed academic staff members.

C5 Evidence of checks for any group leaders accompanying the children has not been required.

There have been no groups of or with under 18s. Were there to be, checks would be required.

C6 No rules are stated on the parental consent form or given to students and hosts.

Addressed.

Points to be addressed arising from this visit

M29 An unqualified version of the Accreditation Scheme marque is used in several contexts; the school delivers teacher training courses which are not eligible for accreditation.

CONCLUSIONS

Action has been taken to address many of the points raised in the previous full report and the measures taken to allow 16 and 17 year-olds are satisfactory. The newly-appointed DoS is suitably qualified and experienced.

RECOMMENDATION

The next inspection falls due in 2019; there are no grounds for bringing this forward.

SUMMARY STATEMENT

Changes to summary statement

The summary statement should be amended to read:

This private language school offers courses in general and professional English for adults (16+).

The need for improvement in the area of accommodation can now be removed.

Summary statement

The British Council inspected and accredited ILS English, Nottingham in March 2015. 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 private language school offers courses in general and professional English for adults (16+).

Strengths were noted in the area of premises and facilities.

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