

Organisation name	Kaplan 30+
Inspection date	19 March 2025
Current accreditation status	Accredited
Reason for spot check	Routine: newly accredited institution and Signalled: inspect new or additional premises

Recommendation

We recommend continued accreditation. The next inspection falls due in 2027; there are no grounds for bringing this forward.

Changes to the summary statement

The need for improvement in publicity and accommodation can now be removed.

New summary statement

The British Council inspected and accredited Kaplan International Languages, London 30+ in March 2023 and March 2025. 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+).

Strengths were noted in the areas of strategic and quality management, staff management, student administration, learner management, teaching, and care of students.

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

Updated summary inspection findings

Management

The provision meets the section standard and exceeds it in some respects. The management of the provision operates to the benefit of the students, and in accordance with the provider's stated goals and values. Communication channels are good and there are effective systems in place to guarantee quality assurance. There are effective recruitment procedures in place. Student administration is handled very well and publicity materials are clear and accurate. *Strategic and quality management*, *Staff management*, and *Student administration* are areas of strength.

Premises and resources

The provision meets the section standard. The premises provide students and staff with a comfortable and professional environment for work and relaxation. A good range of learning resources is available, appropriate to the age and needs of the students. Guidance on these resources is provided for staff and students.

Teaching and learning

The provision meets the section standard and exceeds it in some respects. The academic staff team has a professional profile appropriate to the context. Teachers receive sufficient guidance to ensure that they support students effectively in their learning. Courses are generally well structured and managed to be of benefit to students, although there is insufficient guidance for teachers on course planning for the elective classes. Student placement and testing procedures are effective. The teaching observed met the requirements of the Scheme. *Learner management* and *Teaching* are areas of strength.

Welfare and student services

The provision meets the section standard and exceeds it in some respects. The school provides its students with excellent levels of care including health and safety and pastoral care. The school offers a range of comfortable, friendly and conveniently located accommodation. The leisure programme is designed to meet the needs of the students. *Care of students* is an area of strength.

Safeguarding under 18s

No students under the age of 18 are accepted.

Declaration of legal and regulatory compliance

The items sampled were satisfactory.

Organisation profile

Inspection history	Dates/details
First inspection	March 2023
Last full inspection	March 2023
Subsequent checks/visits (if applicable)	N/a
Other related non-accredited activities (in brief) at this centre	N/a
Other related accredited schools/centres/affiliates	N/a
Other related non-accredited schools/centres/affiliates	N/a

Student and staff profile	At inspection	Estimate at peak: July
Total ELT/ESOL student numbers (FT + PT)	73	120
Minimum age (including closed group or vacation)	29	30
Typical age range	30–75	30–75
Typical length of stay	4 weeks	4 weeks
Predominant nationalities	Brazilian and Turkish	Brazilian and Turkish
Total number of teachers on eligible ELT courses	7	9
Total number of managers including academic	3	3
Total number of administrative/ancillary staff	0	1

Premises profile

Address of main site	5 Bloomsbury Square, London WC1A 2QP
Additional sites in use	N/a
Additional sites not in use	N/a
Sites inspected	5 Bloomsbury Square, London WC1A 2QP

Introduction

Background

Kaplan 30 plus operates as part of Kaplan International Languages (KIL), a global network of English language schools with locations in the UK, Ireland, the USA and Canada. It stands as one of ten year-round schools within the UK branch of this organisation. The school specialises in delivering year-round general English programmes designed specifically for students aged 30 and over.

The day-to-day management of the school falls under the responsibility of the principal, who is supported by the director of studies and the student services manager. Additionally, all schools within the KIL network benefit from the support of a centralised leadership and services team. Notably, since the last full inspection, the school has undergone changes in key personnel, with the appointment of a new principal, student services manager, and director of studies. The former principal has transitioned to the role of operations manager and is based at another location, although she was present during the spot check inspection.

This report documents a routine spot check conducted to follow up on the school's relocation to Bloomsbury Place in December 2024. The inspection included a visit to the new premises, a sampling of other programme aspects, and a review of points to be addressed from the previous inspection report.

Preparation

The spot check was carried out by one inspector. The inspector contacted the provider in advance to check if there were any dates which would not be suitable and when key staff would be present. The Accreditation Unit sent the inspector relevant documents. The inspector looked at the school's website.

Programme and persons present

The inspector arrived at 11.00 and left at 15.00. He visited the new school premises. Meetings and a tour of the school were held with the operations manager and the school principal. Focus group meetings were held with students and teachers. Upon arrival, the inspector requested a range of documents, which were provided.

Findings

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

Management

There have been several changes in the management of the school since the previous inspection. These changes have mostly involved internal promotions and transfers and have been managed well with support, shadowing and mentor support in place for new appointees. This has resulted in a smooth transition to the new management team.

Premises and resources

The school relocated to new premises in December 2024. The site is a five-storey building situated in Bloomsbury Square, Central London. Street-level access leads to the ground floor, which houses a reception area, one classroom, two toilets, and a courtyard garden.

The basement level comprises a further classroom, a staff room, a kitchen, a toilet, and storage space. The first, second, and third floors contain four additional classrooms, two toilets, a study centre, a student common room, a student kitchen, the principal's office, and a reflection room used for prayer or one-to-one classes.

Welfare and student services

The school offers residential accommodation in four residences run by an external provider, and in homestays. The residences are a 20 to 60-minute walk from the school. Accommodation in the residences is either in studios or ensuite rooms arranged in flats with a communal kitchen. Residences have communal facilities including study spaces, a laundry, gym, cinema room and some sports facilities.

The school has approximately 100 homestays, no more than 60-minute travel time from the school. The large majority of homestays are organised by the school itself, but at peak times one agency which is registered with the British Council is used. All homestays are half board.

Publicity	Met
M21 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.	Met
M22 All publicity and information about the provider and the services it offers is in clear, accurate and accessible English.	Met
M23 Publicity gives clear, accurate and easy-to-find information on the courses.	Met
M24 Publicity includes clear, accurate and easy-to-find information on costs.	Met
M25 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.	Met
M26 Publicity gives an accurate description of any accommodation offered.	Met
M27 Descriptions of staff qualifications are accurate.	Met
M28 Claims to accreditation are in line with Scheme requirements.	Met
Comments	

The organisation's publicity materials are produced and co-ordinated by a marketing team at head office and comprise a website and printed brochure, as well as pages on social media. The website is considered the main source of publicity for the school. It includes a downloadable fact file on the 30+ course.

The marketing team has responded to all the points to be addressed from the previous report, and all criteria in this area are now met. See below for notes on specific points to be addressed.

Premises and resources

Premises and facilities	Met
P1 Providers ensure the safety and security of students on their premises by measures appropriate to their age and background, and the location.	Met
P2 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

P3 Classrooms and other learning areas provide a suitable study environment.	Met
P4 Students have adequate room and suitable facilities for relaxation and the consumption of food.	Met
P5 There is adequate signage to buildings, routes, rooms and exits, and there are facilities for the display or sharing of general information.	Strength
P6 There is sufficient space for all staff, for work, meetings, relaxation and the storage of personal possessions.	Strength

Comments

P5 Signage is very clear and consistent and gives the school a sense of identity. Signs and displays are useful and informative for students and visitors and are visually attractive.

P6 There is a spacious staffroom with comfortable seating for working and relaxation. The staff kitchen is very well resourced.

Accommodation (W7–W18 as applicable)	Met
<i>All accommodation</i>	
W7 Students have a comfortable living environment throughout their stay.	Met
W8 Arrangements for cleaning and laundry are satisfactory.	Met
W9 A responsible representative inspects all accommodation (for safety and suitability) before students are placed, and at least every two years after that.	Met
W10 Students receive written confirmation of accommodation booked, giving clear and accurate information.	Met
W11 There are effective procedures for identifying and resolving any problems students have with their accommodation.	Met
W12 Accommodation providers receive written confirmation of the rules, terms and conditions applied by the provider with respect to the provision of accommodation services.	Met
W13 Students receive meals as agreed; these offer a well-balanced diet, taking into account any reasonable dietary requirements students may have.	Met

Comments

All criteria in this area are fully met.

See below for action taken on previous points to be addressed.

<i>Accommodation: homestay only</i>	
W14 Homestay hosts comply with the agreed terms and conditions for student placements.	Met
W15 Homestay placements encourage students to use English.	Met
W16 Hosts ensure that there is an adult available to receive students on first arrival.	Met

Comments

All criteria in this area are fully met.

See below for action taken on previous points to be addressed.

<i>Accommodation: other</i>	
W17 Students receive information about the implications of their living in private rented accommodation and advice in case of difficulties.	Met
W18 The provider monitors any other accommodation recommended, and booking and payment arrangements are clear.	N/a

Comments

The relevant criterion in this area is fully met.