

Organisation name	Kaplan International English, Oxford
Inspection date	13 July 2017

BACKGROUND
Organisation profile

Inspection history	Dates/details
First inspection	1983 as Aspect
Last full inspection	June 2016
Subsequent spot check (if applicable)	N/a
Subsequent supplementary check (if applicable)	N/a
Subsequent interim visit (if applicable)	N/a
Other related non-accredited activities (in brief) at this centre	N/a
Other related accredited schools/centres/affiliates	Year-round schools in London, Cambridge, Manchester, Liverpool, Edinburgh, Bath, Torquay, Bournemouth, and a seasonal multicentre
Other related non-accredited schools/centres/affiliates	Approximately 43 schools in total around the world

Current accreditation status and reason for spot check

Current accredited status	Accredited
Reason for spot check	Signalled: inspection of additional premises

Premises profile

Address of main site	108 Banbury Road, Oxford OX2 6JU
Details of any additional site in use at the time of the inspection	d'Overbroeck's Leckford Road Oxford OX2 6HX
Details of any additional sites not in use at the time of the inspection	None
Site inspected	The site is a modern, purpose-built secondary school block about 15 minutes' walk from Kaplan International English, Oxford (KIEO). Four classrooms were being used on the ground floor. These surrounded a large student recreational space where the senior teacher also had a work station. In the school yard there were two table tennis tables, a five-a-side football pitch, picnic tables and a basket ball net. All these facilities were available to students during break times. Toilet facilities are available in the main building on the ground floor.

Student and staff profile

	At inspection	In peak week - July
Total ELT/ESOL student numbers (FT + PT)	346	430
Minimum age (including closed group or vacation)	16	14
Typical age range	18–24	18–24
Typical length of stay	7 weeks	7 weeks
Predominant nationalities	Italian, Turkish, Saudi	Italian, Turkish, Saudi

	Arabian	Arabian
Total number of teachers on eligible ELT courses	19	23
Total number of administrative/ancillary staff	7	7

INTRODUCTION

Background

D'Overbroeck's is a co-educational independent school for students aged 11–18 near the centre of Oxford. For several years KIEO had been using the school's main sixth form site, the Swan Building, for additional classroom space during peak season. This is located at 111 Banbury Road almost opposite KIEO. However, during the summer of 2017 the Swan Building was undergoing a major programme of refurbishment, which meant that KIEO was not able to use its facilities. However, d'Overbroeck's has an additional centre for its secondary students in Leckford Road (LR), fifteen minutes' walk from the main KIEO site. This was offered as an alternative for the 2017 peak season. The plan is to return to the Swan Building in 2018. The spot check was required to check the suitability of the new site.

Preparation

The spot check was carried out by one inspector, who had not previously inspected KIEO. The inspector contacted the provider to check if there were any dates which would not be suitable in July, although the school was not informed when the inspection would actually take place. The Accreditation Unit sent the 2017 printed brochure and other relevant documents. The inspector also looked at the KIEO website before the inspection.

Programme and persons present

The inspector arrived at 0915 and left at 1245. There were meetings with the senior teacher at LR and the principal. Separate meetings were held with a group of students and a group of teachers. There were no formal observations of teachers, but the inspector watched two classes in action to see how they used the premises and facilities. All relevant documents were provided for the inspector. These included related health and safety documentation. Finally the inspector returned with the principal to visit the main KIEO site, look at more documents and provide some feedback before departing.

FINDINGS

Timetabling arrangements

KIEO has a general English teaching block of fifteen hours in the morning and an equivalent afternoon shift. Elective option classes are organised during the middle of the day. Morning and afternoon shifts were being organised at the LR site and students would take any option classes at the main school building. There were earlier and later starts for both shifts at LR to allow students time to return to or come from the KIEO main site. At the time of the inspection three classes were taking place in the morning and afternoon. The availability of four classrooms meant that the maximum number of students using the site at any one time would have been 60. All students with classes at LR are permitted to use the facilities at KIEO.

Student profile

Only 16 and 17 year-old students were timetabled at LR. There was another accredited school using LR classrooms at the same time but there was clear evidence that both providers had agreed only to timetable students with similar ages at the site and in a way that would avoid any possible contact.

Publicity

Although the KIEO terms and conditions state,

10 Programme change

Kaplan has the right to change course dates, course curricula, tutors, locations and programs at any time at its discretion.

the school's publicity does not say that during the summer students may be required to use alternative premises or describe what these might be like. Students studying at LR were not aware that they might not have classes at KIEO's main site before they arrived.

Health and safety – risk management

Although the school had not carried out its own risk assessment of the implications of using LR, the d'Overbroeck's site manager had sent the principal a number of professionally produced documents linked to fire safety, electrical testing and general health and safety issues. KIEO were required to carry out a full fire drill each week and one had already taken place. All classrooms being used were on the ground floor and had their own fire exits directly onto

the school yard. Students were not subject to any additional traveling or transportation risks by having classes at LR. The decision to prevent contact between the two schools at LR reduced the risk of inadequate supervision of students. KIEO students reported that they felt safe in the LR site and moving to or from KIEO.

Student feedback

Students reported that they found the classrooms and the LR site to be satisfactory. They also said that the classrooms were larger than those at KIEO. However, they preferred the KIEO site overall because there were more facilities. They reported, however, that having classes at LR had not interfered with their English language learning experience. They were happy with the timetabling arrangements.

Premises and facilities

Criteria	Not met	Met	Strength	See comments	N/a
R1 Adequate space	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
R2 Condition of premises	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
R3 Classrooms and learning areas	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
R4 Student relaxation areas and food	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
R5 Signage and display	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
R6 Staffroom(s)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Comments

R3 Different furniture layouts were noted in the classrooms visited and their spacious size meant that students could hear, see and write in comfort. There were interactive whiteboards (IWB) in all classrooms and teachers were able to use same technology and software that was available to them at KEIO. Air conditioning units are available as required and as the school is located on a side road there is no disruption from extraneous noise.

R4 There is a dedicated student common room area with appropriate seating and places to relax. The facilities outside offer additional opportunities when the weather is fine. There is a chilled water fountain with disposable glasses. Other commercial cafeteria and food outlets are located close by. In addition, students can use the large student canteen at KIEO at lunchtime. This offers a range of tasty hot and cold food and drinks.

R5 General signage assists in showing students the way to the classrooms when they arrive at the school. In addition, the senior teacher waits outside at the start of the course to show students where classrooms and other facilities are located. There is a general KIEO noticeboard in the LR student common room and every classroom has a space near the IWB for the display of Kaplan notices. Although d'Overbroeck's had not removed its own posters and signage from the classrooms being used, this was not intrusive and also provided interesting information in English.

R6 Teachers normally return to KEIO to carry out any preparation. LR is used primarily as a teaching block. They reported that they were able to deliver identical courses either teaching at KIEO or LR.

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.

Management

M25 In the summary page on the website it is not made clear that the figure given for 'course cost' is simply for tuition. Indicative costs of the leisure programme are only given on a sample programme in a box on page seven of an *Information guide* accessible on a click-through from the website.

M27 Information about the leisure programme is available, but it is not easy to find.

Addressed: The current publicity is being updated to correct these points.

Teaching and learning

T24 Occasionally teachers did not notice that a specific example or reference in the material was culturally inappropriate or meaningless for some students.

T26 Opportunities for support with pronunciation, for example by making reference to the phonemic charts on display in all classes, were missed.

T28 There were some instances where opportunities were missed to provide correction and incidental support to students making a contribution to the activity taking place.

Addressed: All these issues have been dealt with in teacher development sessions.

Welfare and student services

W6 Information on transport between the point of entry and the school is given; information on costs is not included,

although students are given a website reference

Addressed: Costs are now given.

Care of under 18s

C3 The description of the level of care for under 18s is on the website under the 'Help' section, and so is not easily accessed. Information about safeguarding in some of the translations does not correspond fully to the English version.

Addressed: This is being included in the review of publicity (see M25 and M27)

C6 It is company policy that 16 and 17-year-old students who enrol on a weekend leisure tour have to be accompanied by a responsible adult, but this adult may be an adult classmate. The programme participation waiver form covers this eventuality. Inspectors judged it would be prudent to review the policy.

Addressed: This matter is being investigated although 'weekend leisure tours' are organised by an external contractor. The school does not promise supervision of 16 and 17 year-old students during activities over which it has no control. It was emphasised during the spot check that under 18s are never allowed to spend the night away at the weekend.

Points to be addressed arising from this visit

M22 Publicity is not clear about the possibility of using additional premises during peak season.

W1 The school did not carry out a risk assessment of the implications of using additional premises.

CONCLUSIONS

The additional premises being used were of a good standard. They provided a comfortable, spacious and professional learning environment for students and teachers. Although publicity about using additional premises is not clear and the assessment of any potential risks is insufficiently related to the school's own students, there was no evidence that students were seriously disadvantaged by not having their classes at the school's main site.

RECOMMENDATION

The next inspection falls due in 2020; there are no grounds for bringing this forward.

SUMMARY STATEMENT

Changes to summary statement

No changes need to be made to the summary statement.

Summary statement

The British Council inspected and accredited Kaplan International English, Oxford in June 2016. 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 English for adults (16+) and for closed groups of under 18s.

Strengths were noted in the areas of student administration, quality assurance, publicity, premises and facilities, learning resources, academic staff profile, academic management, course design, learner management, teaching, care of students, accommodation and leisure opportunities.

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