

Organisation name	KKCL English, London
Inspection date	11 July 2023
Current accreditation status	Accredited
Reason for spot check	Signalled: follow up on Points to be addressed

Recommendation

We recommend continued accreditation. The next inspection falls due in 2024; there are no grounds for bringing this forward.

Changes to the summary statement

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

New summary statement

The British Council inspected and accredited KKCL English in July 2019 and July 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.

Strengths were noted in the area of leisure opportunities.

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 provision is generally managed satisfactorily in accordance with the organisation's stated values, goals and its publicity. Administration of staff and students is effective.

Teaching and learning

The provision meets the section standard. The academic staff team has a professional profile appropriate to the context. Academic management and course design are satisfactory. The teaching observed met the requirements of the Scheme.

Declaration of legal and regulatory compliance

The items sampled were satisfactory.

Organisation profile

Inspection history	Dates/details
First inspection	2004
Last full inspection	2019
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	N/a

Other related non-accredited schools/centres/affiliates	N/a
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Student and staff profile	At inspection	In peak week: July
Total ELT/ESOL student numbers (FT + PT)	8	25
Minimum age (including closed group or vacation)	16	16
Typical age range	16–40	18–25
Typical length of stay	4–12	2–4
Predominant nationalities	Romanian, Chinese, Colombian, Spanish, Brazilian, Polish	Romanian, Chinese, Colombian, Spanish, Brazilian, Polish, Italian
Total number of teachers on eligible ELT courses	2	2
Total number of managers including academic	1	1
Total number of administrative/ancillary staff	8	25

Premises profile	
Address of main site	103–105 Greenford Road, Harrow HA1 3QF
Additional sites in use	N/a
Additional sites not in use	Harrow School (Summer 2024)
Sites inspected	103–105 Greenford Road, Harrow HA1 3QF

Introduction

Background

KKCL London was founded in 2002 and is based in Harrow, northwest London. The school offers year-round general English and IELTS courses for adults and young people aged 16 and 17. Nearly all students are UK residents and from the local area. Students can follow general English classes for six, nine, 10 or 25 hours per week. In the past, the school has run residential summer schools for 11 to 17 year-old students in a nearby independent boarding school. KKCL plans to recommence residential courses in summer 2024.

This was a spot check to inspect progress on points to be addressed from KKCL's 2019 inspection. The spot check was due in 2020 but was delayed until 2023 due to the impact of the pandemic.

Preparation

The spot check was carried out by one inspector, who had not been involved in the previous inspection in 2019. The inspector contacted the centre to check if there were any dates which would not be suitable and when the key staff would be present. The Accreditation Unit sent the inspector relevant documents. The inspector looked at the KKCL website.

Programme and persons present

The inspector arrived at 10.30 and left at 14.15. He had meetings with the director of studies, senior teacher, operations manager and chief executive officer (CEO). No meeting was held with students because the only student present on the day of the inspection was new to the school and elementary level. The CEO conducted a full tour of the premises. Upon arrival, the inspector requested a range of documents, all of which were provided.

Findings

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

Management

The only change to the management of the school that has taken place since the last inspection is that the assistant director of studies has been appointed as the senior teacher. The recruitment policy and practice has been restructured. Publicity was thoroughly reviewed after the last inspection.

Premises and resources

Since the last inspection, the main school premises have reduced in size, and there is now no student common room or computer lab. Residential summer vacation courses for under 18s at Harrow school have not run due to the pandemic and reduced demand from some markets overseas. The school plans to reopen the course at Harrow school in 2024.

Teaching and learning

The DOS has reviewed academic management systems and course design in light of feedback from the last inspection. At the time of the spot check inspection, there were eight students studying in classes or one-to-one classes, all on adult courses.

Welfare and student services

There were no students in accommodation arranged by the school at the time of the inspection. There was no leisure programme running due to the fact that all students are living long term in the UK.

Safeguarding under 18s

There were two students aged 16 and 17 studying at the school at the time of inspection.

Declaration of legal and regulatory compliance

The items sampled were satisfactory.

Management

Publicity	Met
M22 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.	Not met
M23 All publicity and information about the provider and the services it offers is in clear, accurate and accessible English.	Met
M24 Publicity gives clear, accurate and easy-to-find information on the courses.	Met
M25 Publicity includes clear, accurate and easy-to-find information on costs.	Met
M26 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
M27 Publicity gives an accurate description of any accommodation offered.	Met
M28 Descriptions of staff qualifications are accurate.	Met
M29 Claims to accreditation are in line with Scheme requirements.	Met
Comments	

Comments below are on 'not met' criteria from the previous report. All other criteria remain 'met'.

M22 While the brochure gives an accurate impression of the scale and reach of the provision, the website shows pictures of facilities which are not available to students, for example a common room and computer lab. There is also an unsubstantiated claim to being rated as the best buy centre and top quality homestay programme in London on the school's factsheet.

M23 The website is written in clear accurate accessible English.

M24 The website contains clear information on the courses, and is clear in regard to class sizes.

M28 Descriptions of staff qualifications are accurate.

M29 The Accreditation Scheme marque is used correctly.

Teaching and learning

Course design and implementation	Met
T11 Course design is based on stated principles. There is a coherent and appropriate course structure described in writing for teachers' guidance.	Met
T12 Course design is regularly reviewed in light of the different and changing needs of students and feedback from teachers and students.	Met
T13 Written course outlines and intended learning outcomes, appropriate to the course length and type, are available to students.	Met
T14 Any activities additional to English classes, and which form part of the language curriculum, encourage the acquisition of language and the development of relevant language skills.	Met
T15 Courses include study and learning strategies that support independent learning and enable students to benefit from their programmes and continue their learning after the course.	Met

T16 Courses include strategies which help students to develop their language skills outside the classroom and benefit linguistically from their stay in the UK.	Strength
Comments	
Comments below are on 'not met' criteria from the previous report. All other criteria remain the same as at the previous inspection.	
T12 Course design is regularly and rigorously reviewed in light of the different and changing needs of students and feedback from teachers and students, resulting in significant course development.	
T13 Course outlines are shared with students and discussed with them to ensure that they are clear about what they are learning and why.	
T15 Learning strategies now form part of the learning outcomes, ensuring that courses support independent learning effectively.	
T16 The Go Create course design encourages students to develop their language skills outside the classroom. For example, students interview members of the public, produce vox pops, and produce videos and websites. Adult students have day-to-day experience of the local environment through work placements.	

Action taken on other points to be addressed

Management

M10 References for newly-appointed teachers did not fully meet Scheme requirements.

Addressed. References for all teachers now meet Scheme requirements.

M11 The arrangements for the induction of new teachers are ineffective. Two teachers described very short inductions, which gave them insufficient information about the teaching programme.

Addressed. A thorough induction programme has been planned for new teachers.

Teaching and learning

T6 Procedures for timetabling teachers are unsatisfactory. Changes to the teaching staff and their deployment are frequent and sometimes sudden. Adult students commented that there was a lack of coherence in their programme because of frequent changes of teachers.

Addressed. Since the last inspection, student numbers have dropped significantly. The school now has a much smaller number of students and teachers who are deployed consistently and coherently.

T8 Insufficient attention is paid to continuous enrolment. There is no explicit guidance in this area in the teachers' handbook.

Addressed. Very clear practical guidance is given in the handbook.

Safeguarding under 18s

S4 Aspects of the recruitment process concerning references and delayed DBS checks for recently appointed staff are unsatisfactory.

Addressed. The recruitment process now ensures that suitability checks are carried out effectively.

Conclusions

The school has addressed the weaknesses identified in the areas of publicity and course design and has made satisfactory progress in rectifying other points raised in the previous report.