

Organisation name	Language in Action (multicentre HO Brighton)
Inspection date	31 July 2018
Current accreditation status	Accredited
Reason for spot check	Routine: newly accredited institution

Recommendation

We recommend continued accreditation. The next inspection falls due in 2021; there are no grounds for bringing this forward. However, evidence must be submitted within three months to demonstrate that weaknesses in M24, C1 and C5 have been addressed.

Changes to the summary statement

No changes need to be made to the summary statement.

Organisation profile

Inspection history	Dates/details
First inspection	August 2017
Last full inspection	August 2017
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

Student and staff profile	At inspection	In peak week: July
Total ELT/ESOL student numbers (FT + PT)	132	188
Minimum age (including closed group or vacation)	13	13
Typical age range	14–17	14–17
Typical length of stay	2 weeks	2 weeks
Predominant nationalities	Italian	Italian
Total number of teachers on eligible ELT courses	5	5
Total number of managers including academic	5	5
Total number of administrative/ancillary staff	4	5

Premises profile

Address of main site	Suite 101b, 21–22 Old Steine, Brighton BN1 1EL
Additional sites in use	Roehampton: Whitelands College, Holybourne Avenue, London SW15 4JD
Additional sites not in use	Old Street: Hackney Community College, Shoreditch Campus, Falkirk Street, Hackney, London LN1 6HQ Conel: Conel College, High Road, Tottenham, London NE15 4RU Willesden: The Stay Club Willesden, Nicoll Road, London NW10 9AX
Sites inspected	Roehampton: Whitelands College, Holybourne Avenue, London SW15 4JD

Introduction
Background

Language in Action multicentres first offered summer courses in 2016. They were first accredited in August 2017. Three centres were in operation, all in London (Roehampton, Old Street and Conel, Tottenham). A routine spot check was arranged the following year in July 2018. In late June, the provider informed the

Accreditation Unit that, as a result of lower than expected recruitment, only the Roehampton centre would be running courses in the summer of 2018.

Preparation

The spot check was carried out by one inspector who had not previously inspected the school. He contacted head office of the provider to find out whether there were any days which would not be suitable in the summer of 2018. The school kept him updated with fortnightly timetables as they changed. The school was not informed when the inspection would take place. The Accreditation Unit sent the inspector the previous report and other relevant documents. The inspector checked the provider's website before the inspection.

Programme and persons present

The inspector arrived at 08.45 and departed at 14.45. He was given a tour of the premises, including the residence blocks, and shown the facilities by one of the centre managers. Meetings were held with each of the two centre managers, with the activity manager and the academic manager. Group meetings were held with students and teachers. Food was sampled in the student canteen at lunchtime. Documents were inspected both electronically and on paper.

Findings

Management

The centre is capably managed by two centre managers, whose roles divide up the overall administration of the venue, finance and maintenance, on the one hand, and the welfare of students, safeguarding and liaison with the canteen, on the other. They are well supported by an academic manager, whose role is normally a peripatetic one based in head office, but because Roehampton is the only centre running this year, is based locally for the duration of the programme. There is also a director of studies, an activity manager and two activity leaders.

There is a school office on the ground floor of the main building for all the managers and the teaching staff, which facilitates communication in the centre. There are also sufficiently regular meetings and a text messaging group. All the managers and activity staff are resident on site.

Many human resources functions are handled centrally at head office in Brighton. There are thorough and well implemented local procedures for induction, appraisal and monitoring. Continuing professional development activities take place fortnightly. However, as was noted at the previous inspection, the complaints policy is wordy and written in language that would be over-complex for some students.

Publicity takes the forms of a website and print brochures. It is in clear, accessible English and generally gives rise to realistic expectations about the provider. The information it provides on courses is generally accurate and accessible. However, the maximum enrolment age is given as 17 but there were nine students aged 18 enrolled at the time of the inspection. Information on costs, the level of support given to students under 18 and accommodation is accurate and easy to find, as are descriptions of staff qualifications.

Premises and resources

The university campus premises are well cared for and in a good state of repair and décor. They provide a pleasant, spacious and comfortable environment for students and staff. Classrooms are sufficient in number and of a good size for the maximum number of students. There is a good provision of relaxation space for students both in the main building where the classrooms and canteen are and in the residences, where each group of approximately six en-suite bedrooms shares a kitchen/common room. Free drinking water and a varied selection of appropriate, healthy food is available in the canteen. Signage is adequate and there is sufficient space for all staff to relax and work in, including a staff office and a meeting room.

Learning resources for students and teachers are sufficient and appropriate to the ages and levels of the students. All students are issued with an examination-oriented coursebook.

Teaching and learning

There is a good academic staff profile, with two academic managers and one senior teacher qualified to diploma level and four teachers qualified to certificate level. Academic management is handled efficiently and teachers confirmed that they felt well supported. All had been observed by an academic manager.

Course design is based on a coursebook with sufficient guidance and scaffolding to give more experienced teachers the freedom to use their creativity and newer teachers some structure within which to prepare their lessons. Teachers share their fortnightly schemes of work (SOW) with students by putting them on the board. SOWs include a slot for developing learner autonomy.

Welfare and student services

The inclusive, residential nature of the programme helps to ensure the safety and security of the students. There is a strong emphasis on fire safety in the induction. Risks are thoroughly assessed. There is an emergency plan of

action, which is available for download on the website and which students and staff are made aware of. Pastoral needs are well taken care of, with a distribution of responsibility between Language in Action (LIA) staff and group leaders. Group leaders are made aware of their responsibilities.

Students are made aware of school rules and UK laws and practices at induction, through a handbook and on posters.

The residential accommodation comprises en-suite bedrooms, each with its own shower and toilet. Students are issued with key fobs which give them access to the building, the flat which they share and their room. The rooms and common areas are comfortable, clean and provide all the required facilities. There is a good ratio of residential staff to students.

There is an all-inclusive leisure programme of full- and half-day excursions, activities and sports. Students were appreciative of the range of activities and excursions. Risks are assessed for each activity and activity leaders and group leaders work together to mitigate these. The programme is well-organised, following a zigzag timetable, Activities are well supervised with good ratios of staff to students.

Safeguarding under 18s

The safeguarding policy is available on the website. Staff, group leaders and other adults in roles that bring them into substantial contact with the students are trained or made aware of the policy, as appropriate. However, the special measures for dealing with delayed DBS checks are still not specified. Parents and guardians are required to give informed consent. There are clear, well-communicated rules for what students may and may not do, both during and outside scheduled activities. However, the school routinely recruits small numbers of students aged 18 and they may be placed in classes with students under 16.

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

Management

M3 The residential supervisory duties of centre staff were not sufficiently explicit in job descriptions.

Addressed.

M20 The complaints policy is very wordy and is written in language which would be difficult for many of the students to understand.

Not addressed.

M22 Neither the website nor the brochures mention that the residential accommodation for Conel and Old Street is some distance away from the teaching premises.

Not addressed.

M23 In the course descriptions there is no indication of level.

Addressed.

M24 Publicity states the age range as 12–17; a number of students at all three centres were 18+. One student at Roehampton was 11. In peak week 13 year-olds were attending courses for 14–17 year olds.

Partially addressed. Nine students at Roehampton were aged 18.

Teaching and learning

T2 The TEFL qualification of one teacher did not meet Scheme requirements.

Addressed.

T11 Not all teachers had yet had a full monitoring observation.

Addressed.

Welfare and student services

W4 The language in which the abusive behaviour policy is written is not accessible to most of the students.

Not addressed.

W7 The student handbook is not very well organised and does not cover all appropriate areas.

Addressed. There is a pre-arrival pack which covers the appropriate areas sufficiently clearly.

W22 More effective means of ensuring the cleanliness of the ensuite rooms and the kitchen-lounge areas are needed.

Addressed.

Care of under 18s

C1 The special measures for dealing with delayed DBS checks are not specified.

Not addressed.

C5 18 year-olds are routinely accepted and on occasions are placed in the same class as under 16s at

Roehampton and Conel.
Not addressed.

Conclusions

The school has made satisfactory progress in addressing the points noted across most of the areas of activity, although a number of points still require attention.
