

Organisation name	Language Tree, Truro
Inspection date	3–4 August 2022
Current accreditation status	Accredited
Reason for spot check	Routine: newly accredited institution, including additional premises and provision not seen at first inspection

**Recommendation**

We recommend that accreditation be extended and continued. The next inspection falls due in 2025; there are no grounds for bringing this forward.

**Changes to the summary statement**

No change to the summary statement.

**New summary statement**

The British Council inspected and accredited Language Tree, Truro in November 2020 and August 2022. 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](http://www.britishcouncil.org/education/accreditation) for details).

This private language school offers courses in general English for adults (18+) and young people (16+), for closed groups of young people (16+) and under 18s, and vacation courses for adults (18+) and under 18s.

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 school is effectively managed in line with its goals and values and in accordance with the needs of its students and staff. The school has a three-year strategic plan. All staff are courteous and very helpful to students; staff management and student administration systems are generally appropriate. The publicity is clear and accurate.

**Premises and resources**

The provision meets the section standard. The school premises and the off-site premises in use for summer courses provide students and staff with a comfortable professional environment for work, learning and relaxation. The range of learning resources available is appropriate to the age and needs of the students. Free hot and cold drinks are available to students and staff.

**Teaching and learning**

The provision meets the section standard. The academic manager and the teachers are appropriately qualified and have relevant experience. Teachers receive suitable guidance from the academic manager. Courses are structured to ensure that student learning is supported. The teaching observed met the requirements of the Scheme.

**Welfare and student services**

The provision meets the section standard. Students study in a safe and secure environment and are very well looked after by staff. A varied and interesting leisure programme is offered, and students are given information and opportunities to help them get the most out of their time in Cornwall and the UK. Homestay accommodation is of a good standard and meets the needs of the students.

**Safeguarding under 18s**

The provision meets the section standard. The school's safeguarding policy is very clear and is made known to staff, students and homestay hosts. Safeguarding training is undertaken by all staff and hosts. Attendance of under 18s is carefully monitored and any absence is followed up swiftly. All required suitability checks and references were on file for staff and homestay hosts.

## Organisation profile

Inspection history	Dates/details
First inspection	2020
Last full inspection	October and November 2020
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	Other languages (French, Spanish, Italian, German, Japanese) – evening adult classes.
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: August
Total ELT/ESOL student numbers (FT + PT)	35	35
Minimum age (including closed group or vacation)	9	9
Typical age range	9–17 (junior groups) 20–50 (adults)	9–17 (junior groups) 20–50 (adults)
Typical length of stay	1–12 weeks	1–12 weeks
Predominant nationalities	German, Swiss, Italian, Ukrainian, Thai & Spanish	German, Swiss, Italian, Ukrainian, Thai & Spanish
Total number of teachers on eligible ELT courses	4	4
Total number of managers including academic	1	1
Total number of administrative/ancillary staff	2	2

## Premises profile

Address of main site	13 Kenwyn Street, Truro TR1 3DJ
Additional sites in use	Truro High School, Daniell Court entrance, Truro TR1 2XJ
Additional sites not in use	Tremough University Campus
Sites inspected	Truro High School

## Introduction

### Background

Language Tree, Truro, was first accredited in 2020 following an inspection which took place at a time when it was not possible to see the full range of the school's activities. This visit combines the routine spot check in the first 18 months of accreditation and evaluation of provision and premises which could not be seen at the time of the first inspection. The date was chosen to allow inspection of the summer school provision, not seen at the first inspection.

### Preparation

The inspector carrying out the spot check had been one of the inspectors for the first inspection. She was supplied with relevant updated documents. As this was a remote inspection, contact was made with the provider to choose the best date for the inspection and agree on the technical logistics.

### Programme and persons present

The inspection took place on 3 and 4 August. The first meeting was a virtual tour of Truro High School premises to view premises not in use at the time of the first inspection. The second day started at 09.00, finishing at 13.30 The inspector talked to the principal and the designated safeguarding lead. One focus group was held with two teachers and two student focus groups were held, one with junior students at Truro High School and one with adult students in the main school. One class of junior students was observed. Two homestays were visited remotely. Various documents including teacher qualifications, homestay checks, suitability checks and feedback forms were seen.

## Findings

### Management

Staff records viewed were complete with all the required checks and documentation in place. New staff had received a very thorough induction, including safeguarding training, and commented very favourably on how useful this had been. The induction for teachers for the summer courses included a session on teaching and learning and additional continuing professional development (CPD) is arranged after teacher observations. Records of early bird feedback from students and action taken were seen. M5, M10, M11 and M13 are now fully met.

### Teaching and learning

The school continues to be well run, with effective systems in place to ensure cover at all times. The new teachers had been observed and given useful feedback. Records of short staff development meetings were seen. The teaching observed was good with tasks, techniques and approaches particularly suitable for young learners on a short summer course. Students were very involved and motivated.

### Welfare and student services

A major incident plan was in place and relevant information about the plan is given to students at induction. A fire risk assessment procedure was in place, carried out by the host and the provider. The two homestays visited were of a very good standard; students in the focus group expressed a high degree of satisfaction with their accommodation and their homestay hosts. Homestay checks were thorough and up to date. The residential accommodation was not in use at the time of the inspection but was viewed remotely and found to be of a very high standard. The leisure programme offered was interesting and varied and comprehensive risk assessments were seen; students were very happy with the programme.

W2, W9, W11 and W24–27 are now fully met.

### Safeguarding under 18s

Staff and homestay host records were seen and all required suitability checks and references were on file. S4 is now fully met.

## Premises and resources

Premises and facilities	Met
P1 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
P2 Classrooms and other learning areas provide a suitable study environment.	Met
P3 Students have adequate room and suitable facilities for relaxation and the consumption of food.	Met
P4 Free drinking water is available. A choice of appropriate food at affordable prices is available to students on site, if not available locally.	Met
P5 There is adequate signage to buildings, routes, rooms and exits, and there are facilities for the display of general information.	Met
P6 There is sufficient space for all staff, for meetings, relaxation and the storage of personal possessions, and for teachers to carry out their preparation and marking.	Met
Comments	
All criteria in this area are fully met.	

## Action taken on points to be addressed

### Management

M3 There are no clear deputising plans in place as yet for the off-peak season.

**Addressed. Clear plans are now in place to deputise for the principal both during the summer and during the off-peak season.**

M5 The recently devised initial feedback form has yet to be implemented with any new students.

**Addressed. Completed students feedback forms with action taken were seen for all courses.**

M11 The induction checklist has yet to be implemented with any newly recruited staff.

**Addressed. The induction checklist has been implemented and completed by all new members of staff.**

M13 The plans to improve the in-house professional development for teachers had not been implemented at the time of the inspection.

**Addressed. In-house staff development sessions have taken place for all teachers, with plans in place for attendance at some external CPD sessions.**

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### **Premises and resources**

P12 The school has not sufficiently formalised its procedures for reviewing and updating learning resources.

**Addressed. Student and staff feedback will be used to review learning resources used in the summer to inform future resources.**

### **Teaching and learning**

T13 Insufficient attention is paid to providing students with intended learning outcomes on a daily or weekly basis.

**Addressed. Guidance has been included on lesson plan templates to remind teachers to share intended learning outcomes for the lesson with the students. This was seen in the lesson plan for the class observed.**

T15 Learning strategies are not included systematically in all classes nor in the information made available to students.

**Addressed. As for T13 teachers are reminded on the lesson plan template to integrate learning strategies at key points in the lesson. Extra information has also been included in the Student Handbook.**

T18 There are insufficient formal mechanisms used to assess student progress.

**Addressed. On year-round courses an individual learning plan is used with students to enable them to set targets and for progress to be monitored. Progress on short summer courses is monitored less formally, through achievement in tasks set by teachers.**

T25 Lesson aims were not expressed as learning outcomes.

**Addressed. See T13.**

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## **Conclusions**

Language Tree Truro continues to be well managed and to provide sound language learning experiences for students. The additional premises in use for the summer courses are of a high standard. Homestays arranged by the school are of an equally high standard. The leisure programme offered is interesting and varied and greatly enjoyed by students. The school has responded positively to the points to be addressed noted in the report from the first inspection.

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