

Organisation name	Language Vision, Acton
Inspection date	15 August 2023
Current accreditation status	Accredited
Reason for spot check	Routine: newly accredited institution

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 the area of learning resources can now be removed.

New summary statement

The British Council inspected and accredited Language Vision, Acton in May 2019 and August 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 citizenship for adults (18+).

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

Updated summary inspection findings
Premises and resources

The provision meets the section standard on the whole. The premises provide students and staff with an appropriate environment for work and relaxation. A range of learning resources is available, appropriate to the ages and needs of the students, although materials for teachers are rather limited.

Declaration of legal and regulatory compliance

The items sampled were satisfactory.

Organisation profile

Inspection history	Dates/details
First inspection	May 2019
Last full inspection	May 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	ABI College, centres in Acton and Reading; Language Vision Reading

Student and staff profile	At inspection	In peak week: October
Total ELT/ESOL student numbers (FT + PT)	3	12
Minimum age (including closed group or vacation)	18	18
Typical age range	30–40	30–40
Typical length of stay	3–6 months	12 months
Predominant nationalities	Japanese	Saudi Arabian, Qatari

Total number of teachers on eligible ELT courses	0	3
Total number of managers including academic	3	3
Total number of administrative/ancillary staff	1	1

Premises profile

Address of main site	3 The Mount, London W3 9NW	
Additional sites in use	N/a	
Additional sites not in use	N/a	
Sites inspected	Language Vision Acton	

Introduction

Background

Language Vision (LV) was first inspected and accredited in May 2019, with a signalled spot inspection scheduled to take place within 18 months of this date. Due to the pandemic, the spot inspection was not possible and this was delayed until November 2022. From that time, however, there were extended periods when no students enrolled on courses at the school. It was finally agreed that the spot check inspection would take place during the month of August 2023.

The spot check focused on strategic and quality management, staff management and development, publicity, learning resources, course design and care of students in response to points to be addressed from the 2019 report.

Preparation

In advance of the inspection, the Accreditation Unit sent background documentation to the inspector, who examined the documentation and also checked the organisation's website. The inspector contacted the organisation prior to the inspection to clarify the number of staff, students and teachers available. The organisation knew that there would be a spot check but did not know the exact date.

Programme and persons present

The inspector arrived at 09.45 and departed at 14.00. Meetings were held with the CEO/principal, the director of studies (DoS), and the marketing and business development manager. A focus group meeting was held with a group of students. The DoS was the only teacher at the school. A brief tour of the premises was undertaken and some additional documentation viewed.

Findings

Management

There have been several changes of staff since the last inspection. The principal retains overall control of the school and the dean of the school remains as a consultant offering guidance and advice on issues of compliance and quality control. A new business partner is responsible for marketing and business development, and there is a new director of studies. An administrative officer has also joined the team. Welfare responsibilities are not covered in job descriptions.

Findings in relation to other aspects of management are reported in the Action taken on points to be addressed.

Premises and resources

There have been no significant changes to the premises since the last inspection. Findings in relation to learning resources are reported in the section below and in the Action taken on points to be addressed.

Teaching and learning

The DoS does not hold a TEFLQ qualification. There are currently no arrangements for the observation of teachers by a TEFLQ member of staff.

Findings in relation to other aspects of teaching and learning are reported in the Action taken on points to be addressed.

Welfare and student services

There is no named member of staff identified to deal with students' personal problems and students currently receive insufficient guidance on aspects of life in the UK.

Findings in relation to other aspects of welfare and student services are reported in the Action taken on points to be addressed.

Declaration of legal and regulatory compliance

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

Premises and resources

Learning resources	Met
P7 There are sufficient learning resources for the number of students enrolled, appropriate to their age and the level, length and type of courses offered.	Met
P8 There are appropriate resources for teachers, which are adequate in number, accessible, and well maintained and organised.	Not met
P9 Any educational technology inside the classroom and elsewhere is well maintained with adequate technical support. Staff receive appropriate training in using the available technology to support learning.	Met
P10 Any facilities provided for additional or independent learning are appropriately equipped and organised.	N/a
P11 Students receive guidance on the use of any resources provided for independent learning.	N/a
P12 There is a policy for the continuing review and development of teaching and learning resources, and evidence of its implementation.	Met

Comments

P8 There are insufficient resources in the area of teacher development.

Action taken on points to be addressed

Points to be addressed within three months

Welfare and student services

W1 The entrance door to the school is on a busy high street and is not locked during the day. An internal door off the entrance hallway gives access to the classrooms and this is kept open during the day. A second door gives access to the reception area. The risks of this open access have not been fully assessed.

Addressed. The main entrance is now secure and there is controlled access to the office/reception area.

W2 There is no emergency plan in place.

Partially addressed. An emergency plan is in place for the evacuation of the premises but procedures for off-site critical incidents have not been considered.

Other points to be addressed

Management

M5 The return rate of questionnaires at the end of the course is low.

Partially addressed. The return rate for questionnaires has improved but there are no records of actions taken in response to feedback.

M10 Second references were missing in the teachers' files sampled.

Not addressed. A second reference was missing for the only teacher currently employed by the school.

M18 Local contact details were missing from three of the student files checked.

Partially addressed. Local contact details were in place but one student file did not have emergency contact details.

M22 There are no photos or adequate descriptions on the LV website to indicate the size and location of the premises or the extent of resources.

Addressed. Images of the premises have now been added to the website. A map of the area is also featured.

M24 The total numbers of taught hours is expressed in terms of lessons rather than hours and students are required to make their own calculations.

Addressed. The total number of taught hours was added to the website during the inspection.

Premises and resources

P7 Teachers are required to supplement coursebook materials but there is insufficient supplementary material available.

Partially addressed. There are a number of additional online supplementary materials available to teachers. Additional published material has not yet been purchased as the school has only recently resumed business with low student numbers.

P8 There are insufficient resources in the area of teacher development.

Not addressed. There are insufficient resources in the area of teacher development.

P12 The school has recently changed its policy from including coursebooks in the registration fee to providing photocopies of course materials, but insufficient consideration has been given to the implications of this change of policy and the provision of suitable alternatives.

Addressed. Coursebooks are again included in the registration fee. This has reduced the number of photocopies.

Course design and implementation

T11 The school has recently abandoned its policy of making the coursebook central to course design and currently there is insufficient guidance for teachers and inadequate supporting materials for the policy of a negotiated syllabus to be completely successful.

Partially addressed. Coursebooks once again form the basis of the course design. However, there is still insufficient guidance for teachers on how to supplement the coursebook to ensure students' needs are met.

T16 There was little evidence of systematic integration of the local environment into course content.

Addressed. As most current students are local residents, there is a strong emphasis on using the local environment as a resource and tailoring the course to address their immediate needs.

Legal and regulatory compliance

D1 Sampling identified the following issue: there were no CLA guidelines at the photocopier and given the school's current photocopying policy it is likely that copying limits are being exceeded.

Addressed. The CLA license and guidelines are posted above the photocopier. Coursebooks are now given to every student, thus reducing the need for photocopied material.

Conclusions

The school has made clear attempts to address the weaknesses identified in care of students and is making good progress in rectifying other points raised in the previous report.
