

Organisation name	Lyons Languages, Ely
Inspection date	29 June 2023
Current accreditation status	Accredited
Reason for spot check	Routine: newly accredited institution

### Recommendation

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

### Changes to the summary statement

No changes need to be made to the summary statement, apart from adding the date of this inspection and removing the need for improvement in the areas of publicity and course design.

### New summary statement

The British Council inspected and accredited Lyons Languages in September 2021 and June 2023. The Accreditation Scheme assesses the standards of management, resources and premises, teaching and 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 small private language school offers courses in general English for adults (18+) for the local community on the school premises and online. Seasonal courses for closed groups of adults (18+), and for vacation courses for under 18s on school premises are also offered.

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 operates to the benefit of students, and in accordance with the organisation's stated goals and values. There are realistic plans in place for the development of the school and most policies and procedures have been carefully considered. Publicity is satisfactory.

#### Teaching and learning

The provision meets the section standard. The academic manager has a professional profile appropriate to the context and there are effective systems and procedures in place to manage the teaching team. Course design is satisfactory. The teaching observed met the requirements of the Scheme.

#### Welfare and student services

The provision meets the section standard. Students receive a very good level of pastoral care and are given appropriate support and information. Procedures for the safety and security of students on the premises is satisfactory. Out of class activities are well planned and staffed but risk assessments require some additional information. Accommodation could only be partially assessed.

### Organisation profile

Inspection history	Dates/details
First inspection	September 2021
Last full inspection	N/a
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	Provision of other language lessons (French, Italian, Spanish)
Other related accredited schools/centres/affiliates	N/a

Other related non-accredited schools/centres/affiliates	N/a
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<b>Student and staff profile</b>	At inspection	In peak week: July
Total ELT/ESOL student numbers (FT + PT)	8	56
Minimum age (including closed group or vacation)	12	12
Typical age range	14–16	14–16
Typical length of stay	1–2 weeks	1–2 weeks
Predominant nationalities	Italian	Italian, French, German
Total number of teachers on eligible ELT courses	2	3
Total number of managers including academic	2	2
Total number of administrative/ancillary staff	0	0

<b>Premises profile</b>	
Address of main site	Basement Office, 41 Forehill, Ely CB7 4AA
Additional sites in use	N/a
Additional sites not in use	Ely Bowls Club
Sites inspected	Main site only

## **Introduction**

### **Background**

Following the full inspection in September 2021 the school was scheduled for a routine spot check to check the progress against the points to be addressed including M18, W1 and W8.

Lyons Languages offers courses in general English for adults (18+) for the local community on the school premises and online. Seasonal courses for closed groups of adults (18+), and vacation courses for under 18s are also offered on school premises.

Located in the centre of Ely, Lyons Languages occupies the basement floor of a three storey, semi-detached building that has combined residential and business use. Access from the main street is via a driveway at the side of the building which leads to a car park and garden at the rear. Steps leading down to a small paved area provide access to the school's private entrance. The school comprises a classroom which doubles as an office when lessons are not taking place; an entrance room used as a multifunctional area for reception, relaxation and student testing; and a small kitchen with two individual toilets. The second classroom can be accessed via the first classroom but also has a separate door leading to the garden area and a second fire escape.

The school rents some facilities from Ely Bowls club in the summer period. The provision includes: two classrooms, a social space, toilets and a small kitchen.

### **Preparation**

The spot check inspector was sent relevant documents by the Accreditation Unit and looked at the school's website. The inspector contacted the school directly in advance to establish when students would be studying, including under 18s, but did not specify when the spot check would take place.

### **Programme and persons present**

In the week of the spot check, there were two teachers working on daytime classes. Two classes were running including a two-week course for a class of six under 18s, and a class of two adults studying for 1.5 hours per week.

The inspector arrived at the school's main building at 09.45 and left at 14.15. The inspector met the two owner directors, and had separate focus group meetings with the two teachers, the adult students and the junior students. Various electronic and hard copy documents were sampled. No teaching was observed.

## **Findings**

### **Management**

There have been no significant changes in staffing, except for the recruitment of one additional teacher, since the last inspection. Findings in other aspects of this area are reported in the Action taken on points to be addressed.

## **Premises and resources**

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There have been no significant changes since the last inspection. There were no action points to be addressed.

### Teaching and learning

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

### Welfare and student services

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

### Safeguarding under 18s

Findings are reported in the following section.

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Leisure opportunities	Met
W23 Students have appropriate information about and access to social, cultural and sporting events and activities which enhance their experience of studying in the UK.	Met
W24 The content of any leisure programme is appropriate to the age and interests of the students.	Met
W25 Any leisure programmes are well organised and sufficiently resourced.	Met
W26 There are effective systems to ensure the health and safety of students on all on-site and off-site activities.	Not met
W27 Staff supervising sporting and leisure activities on or off-site have appropriate experience and training.	Met
Comments	
W26 Detailed risk assessments are in place but there are no clear guidelines on how staff should respond to situations where students are at risk.	

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### Action taken on points to be addressed

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#### Management

M10–M12 Recruitment, induction and monitoring of staff.

**Addressed. All aspects of the recruitment and induction processes had been completed. Observation and appraisals have been scheduled for later in the year.**

M18 Sampling of student records revealed that emergency contact details were not provided for some students enrolled at the school.

**Addressed. Records sampled were complete.**

M22 Publicity does not state that summer junior courses are held at a different centre and there are no images of classrooms or other facilities at either centre. Not all photographic images are captioned.

**Addressed. Additional information has been added and photographs captioned.**

M24 Descriptions of general English courses, including objectives, is minimal. Maximum class sizes are not stated for year-round adult courses. The total number of hours is unclear on junior and cultural holiday programmes. Information on non-teaching days is not available.

**Addressed. The required information has been added.**

M25 Costs for accommodation, exam fees and coursebooks are not specified on the website or in brochures.

**Partially addressed. An indication of exam fees and coursebook costs has been added and costs for accommodation are now included for the English Summer Study Holidays but not for other courses (students on other courses are usually local).**

#### Teaching and learning

T5 Matching of teachers to courses.

**Addressed. This was not assessed at the full inspection but at the spot check it was clear that deployment of teachers had been carefully considered.**

T8 Course descriptions and guidelines do not consider the pedagogical and logistical challenges of continuous enrolment.

**Addressed. The course documentation now includes strategies to ensure staff and students receive support where continuous enrolment occurs.**

T10 Implementation of the policy on teacher observations.

**Partially addressed. Observations are scheduled for the summer.**

T11 Course design documents are incomplete and lack sufficient guidance for teachers.

**Addressed. Teachers commented positively on the guidance provided.**

T13 Students are provided with very limited information on intended learning outcomes.

**Partially addressed. Course outlines are provided and in place for the junior short courses but there was no evidence of the practical application of the revised syllabuses for adult courses.**

T15 Learning strategies do not feature in course design documents.

**Addressed. Materials now included a learning independently document which is shared with students.**

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T24 There was little evidence that students' needs had been considered

**Partially addressed. The course for juniors is suitably tailored but there was no evidence of needs analysis on the adult course.**

#### **Welfare and student services**

W1 Risk assessment records were incomplete. Some risks had not been identified and there was insufficient evidence of checks from the landlord.

**Addressed. Completed risk assessments were on file.**

W8 There are no trained first-aiders in the school.

**Addressed. Both owner directors hold up-to-date first aid qualifications.**

W9, W11, W13 Aspects of accommodation provision.

**Addressed. Records, feedback from students and discussions indicated that students benefit from comfortable accommodation, provision is inspected regularly and any student issues are identified promptly.**

#### **Safeguarding under 18s**

S4 Implementation of the safer recruitment policy and procedures.

**Addressed. The newly appointed staff member confirmed the school's recruitment procedures had been followed fully.**

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### **Conclusions**

The school has systematically addressed the weaknesses identified in management, welfare and safeguarding. The majority of teaching and learning information and procedures are in place. Course design has improved, the information provided is more comprehensive and teachers receive appropriate guidance.

The school has made satisfactory progress in rectifying other points raised in the previous report.

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