

Organisation name	New College Group Manchester (Summer Schools)
Inspection date	9 July 2019
Current accreditation status	Accredited
Reason for spot check	Signalled: first inspection of new extension

Recommendation

We recommend continuation of the extension of accreditation pending a full inspection of the provision within 12 months.

Changes to the summary statement

The area of strength for care of students now needs to be removed.

New summary statement

The British Council inspected and accredited New College Group, Manchester in June 2016 and July 2019. 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 and professional English for adults (18+) and young people (16+), and vacation courses for under 18s.

Strengths were noted in the areas of staff management, student administration, quality assurance, premises and facilities, teaching, accommodation, and leisure opportunities.

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

New summary inspection findings
Welfare and student services summary

The provision meets the section standard and exceeds it in some respects. The needs of students for information, pastoral care, and security are well met. Accommodation arrangements are caring and efficient, taking students' needs into account. The leisure programme is well organised and entirely suitable for the students attending the school. *Accommodation* and *Leisure opportunities* are areas of strength.

Organisation profile

Inspection history	Dates/details
First inspection	2011
Last full inspection	2016
Subsequent spot check(s) (if applicable)	2017 (York)
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	Externally validated pre-service teaching test
Other related accredited schools/centres/affiliates	NCG Liverpool
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) on the Salford University junior vacation course.	105	105
Minimum age (including closed group or vacation)	11	11
Typical age range	12–16	12–16
Typical length of stay	4 weeks	4 weeks

Predominant nationalities	Saudi Arabian, Kuwaiti, Turkish	Saudi Arabian, Kuwaiti, Turkish
Total number of teachers on eligible ELT courses	5	5
Total number of managers including academic	3	3
Total number of administrative/ancillary staff	7	7

Premises profile

Address of main site	9 Portland Street (entrance on Aytoun Street), Manchester M1 3BE
Additional sites in use	University of Salford, Greenwich University, Queen Ethelburga's College, York
Additional sites not in use	N/a
Sites inspected	University of Salford, Peel Park Lowry, University Road, Salford, M5 4NJ

Introduction

Background

Since the 2016 full inspection, the provision has expanded gradually to include off-site seasonal centres in several locations. In 2016, there was a summer school at University of Salford; in 2017, the summer school moved to Queen Ethelburga's College York which was spot checked; and both sites were used in 2018. In 2019, NCG Manchester declared an additional centre at Greenwich University and the committee recommended extension of accreditation to include a seasonal multicentre with a spot check in summer 2019 pending a full inspection for separate accreditation in 2020.

Preparation

The school was contacted in advance to check the dates of the junior vacation course and the availability of key personnel.

Programme and persons present

The inspector arrived at 12.30 and held meetings with the senior principal and the centre, academic and activity managers for the junior course at University of Salford. The four teachers teaching during the afternoon were observed. The inspector left at 17.30.

Findings

Welfare and student services

Accommodation

The students are housed in a modern on-campus residence in 'flats' of between six and eight ensuite rooms that share good-sized common kitchen/social areas.

Premises and resources

Premises and facilities	Area of strength
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.	Strength
P2 Classrooms and other learning areas provide a suitable study environment.	Strength
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.	Strength
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

P1 The premises used at the University of Salford are in excellent condition and provide an extremely comfortable environment for students and staff.

P2 Classrooms are quiet, flexibly furnished, well equipped and provide a wholly suitable environment for study.

P4 The food provided for the students is varied, healthy and of very good quality.

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.	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.	Strength
P10 Any facilities provided for additional or independent learning are appropriately equipped and organised.	Met
P11 Students receive guidance on the use of any resources provided for independent learning.	Met
P12 There is a policy for the continuing review and development of teaching and learning resources, and evidence of its implementation.	Met

Comments

P9 Staff had had a continuing professional development (CPD) session on the use of classroom technology and this was clearly evident in their successful use of it in the lesson segments observed.

Teaching and learning

Academic staff profile	Met
T1 All academic staff have a level of education normally represented by a Level 6 qualification on the Ofqual register of regulated qualifications.	Met
T2 The teaching team has ELT/TESOL qualifications relevant to the courses they are teaching.	Met
T3 The teaching team has a range of experience, knowledge and skills appropriate to the courses offered and the needs of the learners.	Met
T4 The academic manager/academic management team has an appropriate professional profile to provide academic leadership.	Met

Comments

All criteria in this area are fully met.

Academic management	Met
T5 Teachers are matched appropriately to courses.	Met
T6 There are effective procedures for the appropriate timetabling of students, teachers, courses and classrooms.	Met
T7 There are formalised arrangements, satisfactory to students and staff, for covering for absent teachers.	Met
T8 Where enrolment is continuous, explicit attention is paid to all aspects of academic management affected.	Met
T9 There are effective arrangements, led by an academic manager, to ensure appropriate day-to-day guidance and support for all teachers.	Strength
T10 There are effective arrangements for the observation and monitoring of teachers' performance by a TEFLQ academic manager.	Strength

Comments

T9 There was very comprehensive support available to the teachers both in person from the academic manager and online in terms of lesson plans and core and supplementary materials.

T10 The academic manager had been prompt in observing the teachers. Three of the four had been observed by the seventh teaching day of the course and the fourth observation was scheduled to take place imminently.

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.	Met

Comments

All the criteria in this area are fully met.

Learner management	Met
T17 There are effective procedures for the correct placement of students, appropriate to their level and age.	Met
T18 There are effective procedures for evaluating, monitoring and recording students' progress.	Met
T19 Students are provided with learning support and enabled to change courses or classes where necessary.	Met
T20 Where relevant, students are guided to select the examinations and examination training best suited to their needs and interests.	N/a
T21 Academic reports are made available to students on request and, in the case of under 18s, to their parents/guardians.	Met
T22 Students wishing to progress to mainstream UK education have access to relevant information and advice.	N/a

Comments

All the applicable criteria in this area are fully met.

Welfare and student services

Care of students	Met
W1 Providers ensure the safety and security of students on their premises by measures appropriate to their age and background, and the location.	Strength
W2 There is a comprehensive plan to respond to any emergency. This plan is known to all staff, and relevant elements are known to students.	Not met
W3 Students receive pastoral care appropriate to their age, background and circumstances. All staff and students know the name(s) of the person or people who deal with students' personal problems.	Met
W4 There are policies to promote tolerance and respect, and procedures for dealing with any abusive behaviour. All staff and students are aware of these.	Strength
W5 Where relevant, students receive a 24-hour emergency contact number for the provider, in writing.	Met
W6 Students receive in advance information on the most appropriate forms of transport between the point of entry to the UK and the provider or accommodation, including approximate costs.	Met
W7 Students receive advice on relevant aspects of life in the UK.	Met
W8 Students have access to adequate health care provision.	Met

Comments

W1 Great care has been taken to ensure student and staff security on site. All staff, students and visitors wear lanyards of different colours which clearly identify their status in the school. This is particularly important for the under 18s. Risk assessments, including for major incidents, are in place and staff are fully briefed on evacuation procedures.

W2 The critical incident plan exists only in an embryonic form.

W4 Abusive behaviour, harassment and Prevent policies are in place and are known to staff and students. There are no gaps in these documents. Staff have all had Prevent training appropriate to their work in the school.

Leisure opportunities	Area of strength
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.	Strength
W25 Any leisure programmes are well organised and sufficiently resourced.	Strength
W26 There are effective systems to ensure the health and safety of students on all on-site and off-site activities.	Met
W27 Staff supervising sporting and leisure activities on or off-site have appropriate experience and training.	Strength

Comments

W24 The extensive range of leisure activities on offer is wholly suited to the students' needs.

W25 There are excellent resources available both in terms of equipment and personnel; there are seven activity leaders.

W27 The activity leaders have a very wide range of experience and skills in various domains to underpin the leisure programme.

Safeguarding under 18s

Safeguarding under 18s	Met
S1 There is a safeguarding policy which specifies procedures to ensure the safety and well-being of all students under the age of 18. A named member of staff is responsible for implementing this policy and responding to child protection allegations.	Met
S2 The provider makes the policy known to all adults in contact with under 18s through their role with the organisation, and provides guidance or training relevant to its effective implementation.	Met
S3 The provider has written parental/guardian consent reflecting the level of care and support given to students under 18, including medical consent.	Met
S4 Recruitment procedures for all roles involving responsibility for or substantial access to under 18s are in line with safer recruitment good practice and the organisation's safeguarding policy.	Met
S5 There are suitable arrangements for the supervision and safety of students during scheduled lessons and activities.	Met
S6 There are suitable arrangements for the supervision and safety of students outside the scheduled programme.	Met
S7 There are suitable arrangements for the accommodation of students.	Met
S8 There are suitable arrangements to ensure contact between the provider and parents, legal guardians or their nominated representatives concerning the welfare of students.	Met

Comments

At the time of the inspection there were 105 students between the ages of 12 and 17 enrolled on the Salford summer vacation course.

S1 The designated safeguarding lead is the senior principal. Centre managers are the deputy safeguarding leads in their own centres and cover for him in his absence; although this is in their job descriptions it is not explicit in the safeguarding policy.

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.

Safeguarding under 18s

S3 The school's parental consent form does not clearly separate information for the parent to read and understand from items for which the parent's consent is needed.

Addressed.

Conclusions

The school's junior vacation course at Salford University is well managed and delivered in excellent premises that also provide very good accommodation for students and resident staff.
