

Organisation name	OISE Oxford
Inspection date	17 December 2021
Current accreditation status	Accreditation under review
Reason for spot check	Signalled: end period under review

Recommendation

We recommend continued accreditation. The period of review may now be ended and accreditation continued until the next full inspection, which falls due in 2024. However, evidence must be submitted within three months to demonstrate that weaknesses in S4 have been addressed. The required evidence was subsequently submitted.

Changes to the summary statement

The need for improvement in staff management, publicity, and safeguarding under 18s can now be removed. An updated summary statement can now be issued.

New summary statement

The British Council inspected and accredited OISE Oxford in August 2019 and December 2021. 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 adults (18+) and young people (16+) in school premises.

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 company has clear values that all staff are made aware of and there is a suitable staff structure within the school. Job descriptions are in place for all current staff but there is no evidence of review. Overall, publicity provides accurate information on the services provided, but the language used is overly complex. Students receive a high standard of customer service from enquiry through to the end of their course.

Safeguarding under 18s

The provision meets the section standard. A suitable safeguarding policy is in place and staff are appropriately trained in this area. Although recruitment procedures are mostly satisfactory, references could not be found for all staff. Systems for ensuring the safety of under 18s in accommodation are effective.

Organisation profile

Inspection history	Dates/details
First inspection	September 2011
Last full inspection	30 July – 1 August 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	Regent London, OISE Cambridge, Basil Paterson, OISE Young Learners, Pilgrims Young Learners, Newbury Hall
Other related non-accredited schools/centres/affiliates	OISE schools outside the UK in Italy, Spain, France, Germany, Switzerland, and the United States

Student and staff profile	At inspection	In peak week: July
Total ELT/ESOL student numbers (FT + PT)	1	80
Minimum age (including closed group or vacation)	16	16
Typical age range	28	16–45
Typical length of stay	2–3 weeks	2–3 weeks
Predominant nationalities	Japanese	French
Total number of teachers on eligible ELT courses	1	20
Total number of managers including academic	2	2
Total number of administrative/ancillary staff	1	2

Premises profile	
Address of main site	14 Friars Entry, Oxford OX1 2BZ
Additional sites in use	N/a
Additional sites not in use	N/a
Sites inspected	14 Friars Entry, Oxford OX1 2BZ

Introduction

Background

A spot check was arranged to follow up on issues raised in the previous inspection which had led to accreditation being placed under review.

Preparation

Due to the pandemic, the spot check was carried out virtually, and the date and time of the inspection were agreed with the school in advance. The inspectors familiarised themselves with the full 2019 report. The school sent a number of documents to the inspectors in advance, including action taken on points to be addressed and the teaching timetable. The inspectors also viewed publicity in the form of the website.

Programme and persons present

The spot check was carried out by two inspectors. The inspection started at 09.00 and finished at . Meetings were held with the school lead, academic lead, and the school administrator. A focus group meeting was held with one teacher.

Findings

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

Management

Staff management and development	Met
M8 The provider implements appropriate human resources policies, which are made known to staff.	Met
M9 The provider specifies the duties of all staff working with ELT students, and regularly reviews these.	Not met
M10 There are effective procedures for the recruitment and selection of all staff.	Not met
M11 There are effective induction procedures for all staff.	Met
M12 There are effective procedures for monitoring and appraising all staff, and for handling unsatisfactory performance or conduct. These procedures are made known to all staff.	Met
M13 There are effective procedures to ensure the continuing professional development of all staff to meet the needs of the individual, the students and the organisation.	Met

Comments

See below for action taken on points to be addressed from this subsection.

Publicity	Met
M22 All publicity and information is accurate, and gives rise to realistic expectations about the premises, location, and the extent and availability of the services and resources.	Met

M23 All publicity and information about the provider and the services it offers is in clear, accurate and accessible English.	Not met
M24 Publicity gives clear, accurate and easy-to-find information on the courses.	Not met
M25 Publicity includes clear, accurate and easy-to-find information on costs.	Met
M26 Publicity or other information made available before enrolment gives an accurate description of the level of care and support given to any students under 18.	Met
M27 Publicity gives an accurate description of any accommodation offered.	Met
M28 Descriptions of staff qualifications are accurate.	Met
M29 Claims to accreditation are in line with Scheme requirements.	Met

Comments

See below for action taken on points to be addressed from this subsection.

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.	Not 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

See below for action taken on points to be addressed from this subsection.

Action taken on points to be addressed

Management

M2 With the change of principal there has been some loss of continuity and planning. School plans currently lack detail and it is unclear how they might dovetail with wider organisational plans.

Addressed. Evidence was seen of a strategic plan drawn up before the pandemic. The implementation of this plan has been delayed by the ever-changing circumstances due to Covid 19, but the intention is to return to this when the situation allows.

M3 The new principal is carrying out the work of both the former principal and the former academic manager and the school is under staffed for the summer period.

Addressed. The school now has a 'school lead', an 'academic lead' and a part-time 'administration lead'.

M6 There is a lack of formal mechanisms for staff feedback.

Partially addressed. Formal mechanisms are now in place for the academic team, and the plan is to put similar systems in place for administrative staff.

M9 There is no evidence of any process for the review of job descriptions. The responsibilities of one of the DSLs are not included in the relevant job description.

Not addressed. There is still no evidence of any process for the review of job descriptions of long-term staff. However, the responsibilities of the DSL are now detailed in a separate job description.

M10 A number of references for staff recruited or returning within the past four years are missing, as well as copies of some certificates. See S4.

Addressed. References were in place for the staff files sampled. Copies of certificates were also seen.

M12 Only two completed appraisals were available for support staff and no core teaching staff had had an appraisal.

Partially addressed. A number of appraisals were seen for teachers and administrative staff. However, the school lead has not been formally appraised by his line manager at head office.

M23 The language of the brochure in particular, but also of parts of the website, is not accessible but extremely complex and sometimes impenetrable. There are occasional errors of grammar, syntax and punctuation in the brochure.

Not addressed. The language used in both the brochure and website is still extremely complex and sometimes impenetrable.

M24 Information on examination preparation gives the impression that classes will be dedicated to specific examinations, whereas groups are normally composed of students working towards different examinations, with specific guidance only provided through additional one-to-one sessions.

Not addressed. The information on examination preparation courses is still unclear and lacking in detail. There is no information regarding how much time is spent on General English and how much is spent on dedicated examination preparation.

M25 The approximate costs of relevant course-related examination fees for IELTS and other external general English examinations are not given in publicity.

Addressed. There is now a reference to course-related examination fees for external examinations on the website.

M29 An old version of the marque appears in the printed version of the 2019 brochure.

Addressed. No accreditation marque is used.

Teaching and learning

T8 No practice for dealing with continuous enrolment is made explicit and no guidelines are provided in this area.

Addressed. Clear guidance is in place and can be found in the teachers' handbook.

Welfare and student services

W2 The plan to respond to any emergency does not include a procedure for locating and communicating with students.

Addressed. The policy now includes the procedure for locating and communicating with students.

W4 The policy for dealing with abusive behaviour, posted around the main school and on the website, is expressed in language too difficult for many students to understand.

Addressed. A new poster with helpful visuals is now displayed around the school.

Safeguarding under 18s

S1 The OISE Oxford Safeguarding Policy does not include guidance on managing delayed suitability checks.

Addressed. The updated policy includes clear guidance on managing delayed suitability checks.

S3 The parental consent form for students on the OCE course, who may be as young as 14, asks for consent for children to leave the college unaccompanied during their leisure time.

Addressed. The OCE course is no longer run at OISE Oxford, and the parental consent forms are appropriate for all courses currently offered.

S4 Some references were missing from staff and homestay host files.

Not addressed. Although references were seen for all teachers currently teaching, records of references for homestay hosts are incomplete.

S6 Students on the OCE course were unaware that they are advised to go out in pairs or groups.

N/a. This course is no longer run at OISE Oxford.

S7 Students aged under 16 were lodged in the same accommodation as students aged 18 and over.

N/a. This point concerns the OCE course which is no longer run at OISE Oxford.

Conclusions

The school has made considerable efforts to address some of the points to be addressed from the last inspection, particularly in the safeguarding section. Most of these have been addressed satisfactorily and a number of them are no longer applicable. The standards for staff management, publicity, and safeguarding are now met.
