

Organisation name	Oxford International, London Greenwich
Inspection date	4–6 April 2023

Section standards	
<b>Management</b> The management of the provision operates to the benefit of the students, and in accordance with the provider's stated goals, values, and publicity.	Met
<b>Premises and resources</b> The premises provide students and staff with a comfortable and professional environment for work and relaxation. A range of learning resources is available, appropriate to the age and needs of the students. Guidance on the use of these resources is provided for staff and students where needed.	Met
<b>Teaching and learning</b> The academic staff team has a professional profile (qualifications, experience and continuing professional development) appropriate to the context. Teachers receive sufficient guidance to ensure that they support students effectively in their learning. Courses are structured and managed to provide the maximum possible benefit to students. The teaching observed meets the requirements of the Scheme.	Met
<b>Welfare and student services</b> The provision meets the needs of the students for security, pastoral care, information and leisure activities. Students benefit from well-managed student services, including, where offered, out-of-class activities and suitable accommodation.	Met
<b>Safeguarding under 18s</b> There is appropriate provision for the safeguarding of students under the age of 18 within the organisation and in any leisure activities or accommodation provided.	Met

Recommendation
We recommend continued accreditation. However, evidence must be submitted within three months to demonstrate that weaknesses in W1, W11, W26, S4 and S7 have been addressed. The required evidence was subsequently submitted.

Summary statement
<p>The British Council inspected and accredited Oxford International, London Greenwich in April 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 <a href="http://www.britishcouncil.org/education/accreditation">www.britishcouncil.org/education/accreditation</a> for details).</p> <p>This was a compliance-only inspection during which the inspectors focused only on whether inspection criteria were met or not met. Inspectors did not evaluate the extent to which requirements were exceeded and no strengths were awarded. No new summary statement has been issued; please refer to the last inspection report for any areas of strength previously awarded.</p> <p>The inspection report stated that the organisation met the standards of the Scheme.</p>

## Introduction

Oxford International, London Greenwich (OILG) is one of the three UK-based schools in the English Language division of Oxford International Education Group (OIEG). The group, which was acquired by THI Investments in 2019, also offers university partnerships, pathways and online courses.

The Greenwich school provides general English and examination courses for adults and young learners (16+) throughout the year and for closed groups of young learners (aged 10 to 17) and adults on demand. All adult courses take place in the main school premises in Greenwich; some young learner courses take place at a nearby community and arts centre.

Some of the group's managing and administrative functions are managed centrally by human resources, finance, admissions and operations and marketing and sales departments.

This compliance-only inspection, part of which was conducted remotely, took the equivalent of two days spread over three days. The two inspectors held meetings with the managing director English Language, the school principal, the Director of Studies (DoS), the senior teacher for the year-round school, the student services manager, the social programme manager, the year-round groups co-ordinator and two admissions officers. A focus group meeting was held with teachers and two were conducted with adult and young learner students. All teachers timetabled during the inspection were observed. One of the inspectors visited the additional premises used at certain times of the year. The other inspector visited the residence that accommodates some of the school's students.

## Address of main site/head office

259 Greenwich High Road, Greenwich, London SE10 8NB

## Description of sites visited/observed

The main school building has three floors with the ground floor consisting of a general reception and seating and a back office for the use of the pathways, group's marketing, finance and admissions staff. On the first floor there are eleven classrooms, a reception area, a general office with a principal's desk, and a breakout area for students. The second floor comprises eight classrooms, a teachers' room with a desk and space for the DoS and the senior teacher, a library, an office, a conference room, a breakout area for students with a sofa and comfy chair, benches and tables, a drinks and snacks and a water machine. There are toilets on all floors.

### **Greenwich West Community and Arts Centre, 141 Greenwich High Road, London SE10 8JA**

This site was not in use at the time of the inspection. The premises are a five-minute walk from the main school building, and include a reception area, stairs and a lift to all floors, a number of rooms for use as classrooms and a basement café with natural light.

Course profile	Year round		Vacation only	
	Run	Seen	Run	Seen
General ELT for adults (18+)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
General ELT for adults (18+) and young people (16+)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
General ELT for juniors (under 18)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
English for academic purposes (excludes IELTS preparation)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
English for specific purposes (includes English for Executives)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Teacher development (excludes award-bearing courses)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ESOL skills for life/for citizenship	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Comments

Throughout the year, the school offers general English courses (16+) and closed group courses for young learners (10 to 17 years old) and adults. Examination preparation courses are run at certain times of the year. Lessons are provided in the mornings and afternoons. A very small number of students take one-to-one lessons in addition to their group classes. In the summer the school accepts individual junior course bookings.

## Management profile

The principal line manages the DoS, the student support manager, the social programme manager and the year-round groups co-ordinator. Two senior teachers report to the DoS, one of whom has responsibilities for English language courses.

## Accommodation profile

Most adult and junior students stay with homestays that are arranged by an accommodation agency registered with the British Council. The agency also provides a number of shared houses on a self-catering basis. The school has an agreement with a local residence that provides 15 rooms in total. These are either individual studios or ensuite bedrooms in a cluster with a shared kitchen area, on a self-catering basis. Only adult students (18+) are allowed to stay at the residence.

## Summary of inspection findings

### Management

The provision meets the section standard. The management of the provision operates to the benefit of the students and staff and in accordance with the provider's stated goals, values, and publicity. Staff management is generally appropriate, but two references were not on file for all recently employed staff.

### Premises and resources

The provision meets the section standard. The premises provide students and staff with a comfortable and professional environment for work and relaxation. A good range of learning resources is available, appropriate to the age and needs of the students. Good guidance on the use of these resources is provided for staff and students where needed.

### Teaching and learning

The provision meets the section standard. The academic staff team has a professional profile (qualifications, experience and continuing professional development) appropriate to the context. Teachers receive very good support to ensure that they assist students effectively in their learning. Courses are structured and managed to provide benefit to students. The teaching observed met the requirements of the Scheme.

### Welfare and student services

The provision meets the section standard. The needs of students for security, safety and information are mostly met but premises risk assessments at both sites, and for the student residence, are inadequate. The residential accommodation provided is very suitable and appropriate systems are managed effectively. Homestay provision is handled by an accommodation agency registered with the British Council but further checks are required to ensure all homestay hosts provide the services promised by the school. Students have access to a variety of social, cultural and sporting activities and events.

### Safeguarding under 18s

The provision meets the section standard. There is appropriate provision for the safeguarding of students under the age of 18 within the school, and on the leisure activities provided. There is a clear and comprehensive safeguarding policy, and staff are well trained to implement it. However, recruitment procedures are not always followed and there is a need for additional checks on homestay accommodation.

### Declaration of legal and regulatory compliance

The items sampled were satisfactory.

## Evidence

### Management

Strategic and quality management	Met
M1 There is a clear statement describing the goals and values of the organisation, which is made known to all staff.	Met
M2 The management has clear objectives for the future of the organisation and has realistic plans to achieve them.	Met

M3 There is a documented and clearly understood structure for the ELT operation. There are sufficient staff to manage and deliver the provision, and to ensure continuity at all times.	Met
M4 There are effective channels of communication between all involved in the ELT operation, and between the ELT operation and any wider organisation of which it is a part.	Met
M5 The provider regularly obtains and records feedback from students on all the services offered. Feedback is circulated to relevant staff and appropriate action is taken and recorded.	Met
M6 The provider regularly seeks and records feedback from all staff on the services offered. Appropriate action is taken and recorded.	Met
M7 The provider reviews systems, processes and practices with a view to continuing improvement. Appropriate action is taken and recorded in an annual self-evaluation.	Met

#### Comments

There is a clear statement of the mission and values of the school made known to all staff and supported by a detailed quality improvement plan. The school structure is clear and communications with staff work well through informal channels and minuted meetings. Regular feedback is obtained from students and staff and acted upon when required. The student and staff feedback forms part of the school's detailed mechanisms for improving processes and systems. However, several criteria that were points to be addressed in the last inspection report, were also not met in this one (M10, T28, W11, S4).

<b>Staff management and development</b>	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.	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

Although recruitment policies are generally appropriate, there were a number of recently appointed staff for whom two references were not held on file. Inductions are thorough and ongoing. A good range of professional development opportunities is made available to all staff. Teachers benefit from meeting their peers in other schools in UK-wide annual events and from locally led workshops. The school is currently funding several teachers to upgrade their teaching qualifications.

<b>Student administration</b>	Met
M14 Staff are helpful and courteous to students and their representatives, and provide satisfactory levels of customer service.	Met
M15 Students or their representatives receive sufficient information and advice on their course choices before arrival and during their stay.	Met
M16 Staff carry out enrolment, cancellation and refund procedures efficiently, fairly, and with appropriate sensitivity.	Met
M17 There are effective systems in place to maintain accurate and up-to-date records of student enrolment, payment and course details. These records are accessible at all times to authorised staff.	Met
M18 There are effective systems to maintain up-to-date and accessible records of local contact details for students, and their designated emergency contacts.	Met
M19 There is a clear and effective policy on student attendance and punctuality that is known to all staff and students and is applied consistently.	Met
M20 All staff and students are made aware of conditions and procedures under which a student may be asked to leave the course.	Met

M21 All students and, where appropriate, group leaders and parents/legal guardians, receive information in writing about how to make a complaint.	Met
<b>Comments</b>	
Student administration is appropriate and is managed by the central admissions team; students and educational agents receive timely information about courses and enrolment systems are thorough. Student attendance and punctuality is well monitored and followed up when necessary.	
<b>Publicity</b>	
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.	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.	Not 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
<b>Comments</b>	
Publicity includes a website, separate brochures for adult and junior course programmes, a school fact sheet and social media sites. The publicity is generally accurate and written in accessible English. Omissions of maximum class sizes and the total number of hours tuition per week were amended during the inspection and are no longer points to be addressed. Publicity does not include the approximate costs of leisure programme activities and examination fees not covered by the course fees.	
<b>Premises and resources</b>	
<b>Premises and facilities</b>	
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
<b>Comments</b>	
The premises and facilities are well maintained and include well-equipped classrooms with natural light. The state of the occasionally used additional premises is adequate. In the main building, there are breakout areas for students on both the first and second floors. Teachers benefit from a large staffroom with kitchen facilities. Signage is clear and noticeboards are kept up to date with very useful and attractive displays of information.	
<b>Learning resources</b>	
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.	Met
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
<b>Comments</b>	
The school uses the physical and digital resources of an appropriate coursebook series for adult courses and its own workbooks for junior programmes. All rooms in the main building have interactive whiteboards (IWBs), which are well maintained. Students have access to a virtual learning environment and a small library.	

## Teaching and learning

<b>Academic staff profile</b>	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
<b>Comments</b>	
A rationale was provided for a teacher who does not have a Level 6 qualification. This is accepted within the context of this inspection as the teacher has engaged with post-compulsory education and received staff development. The DoS is suitably qualified and has considerable academic management and teacher training experience.	

<b>Academic management</b>	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.	Not met
T9 There are effective arrangements, led by an academic manager, to ensure appropriate day-to-day guidance and support for all teachers.	Met
T10 There are effective arrangements for the observation and monitoring of teachers' performance by a TEFLQ academic manager.	Met
<b>Comments</b>	

Timetabling arrangements are well managed, as are cover arrangements. Adult courses are based on weekly units, so some aspects of continuous enrolment are suitably managed. However, insufficient written guidance is given to teachers about how to integrate new students into existing classes. Teachers stated that they were very well supported by academic managers and found observation feedback helpful and constructive.

<b>Course design and implementation</b>	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.	N/a
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.	Not 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

Syllabuses have clear aims and outcomes and are linked to appropriate frameworks and resources. However, there is no clear statement of the principles upon which course design is based communicated to teachers. Course design is regularly reviewed and written course outlines are made available to students. Although reference is made to study activities in the student handbook, insufficient attention is paid to learning strategies in course design. Social activities provide students with opportunities to practise their English outside the classroom.

<b>Learner management</b>	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.	Met
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.	Met

#### Comments

There are suitable arrangements in place for providing students with placement and progress tests. When required, students receive academic reports and advice about relevant examinations and how to access mainstream UK education.

#### Classroom observation record

Number of teachers seen	11
Number of observations	11
Parts of programme(s) observed	General English adult and junior closed group classes.

#### Comments

None.

<b>Teaching: classroom observation</b>	Met
T23 Teachers demonstrate sound knowledge and awareness of the use of English and the linguistic systems underlying it, and provide appropriate models of both spoken and written English.	Met
T24 The content of the lessons shows that the course objectives, the learning needs and cultural backgrounds of the students have been taken into account.	Met
T25 Lessons lead to relevant learning outcomes, made known to students and achieved through a coherent sequence of activities.	Met
T26 Teaching techniques are appropriate to the focus of the lesson and to the needs of the group and individual learners.	Met
T27 Teachers promote learning by the effective management of the classroom environment and resources.	Not met
T28 Students receive appropriate and timely feedback on their performance during the lesson.	Not met
T29 Lessons include activities to evaluate whether learning is taking place.	Met

T30 Teachers demonstrate the ability to engage students and create a positive learning atmosphere.	Met
<b>Comments</b>	
T23 Teachers generally displayed a sound knowledge of the linguistic systems of English and some used the phonemic script appropriately.	
T24 The content of lessons was largely based on course objectives.	
T25 Most lessons had learning outcomes made known to students, although in a few cases these were not expressed in language accessible to the learners.	
T26 Teachers used a range of teaching techniques, such as elicitation and nomination, and were skilled at organising learners into pairs and small groups.	
T27 Most teachers used the IWBs very competently. However, very few teachers checked that students had understood task instructions.	
T28 Teachers regularly praised students for their language performance, but many opportunities for correcting student speaking errors were not exploited.	
T29 Student learning was generally evaluated through small tasks linked to classroom activities.	
T30 Students were engaged in most classes observed and there was a positive learning atmosphere in nearly all of them.	

### Classroom observation summary

The teaching observed met the requirements of the Scheme and ranged from satisfactory to unsatisfactory against the criteria, with the majority being satisfactory. Lessons were suitably planned with learning outcomes. Teachers used a range of techniques, but insufficient attention was paid to instruction checking and oral correction. Students were fully engaged in nearly all of the lessons observed.

### Welfare and student services

<b>Care of students</b>	Met
W1 Providers ensure the safety and security of students on their premises by measures appropriate to their age and background, and the location.	Not met
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.	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.	Met
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

There are appropriate fire risk assessments and procedures to ensure the safety and security needs of students are met but both the main premises and the overspill centre are not risk assessed to an adequate standard. A risk assessment is not in place for the student residence. Students receive welfare support from a number of staff and the student handbook contains detailed information and advice on aspects of life in the local area and the UK in general. Health care provision is very thorough and students are well supported.

<b>Accommodation (W9–W22 as applicable)</b>	Met
<i>All accommodation</i>	
W9 Students have a comfortable living environment throughout their stay.	Met
W10 Arrangements for cleaning and laundry are satisfactory.	Met
W11 A responsible representative inspects all accommodation (for safety and suitability) before students are placed, and at least every two years after that.	Not met
W12 Students receive written confirmation of accommodation booked, giving clear and accurate information.	Met



W13 There are effective procedures for identifying and resolving any problems students have with their accommodation.	Met
W14 Accommodation providers receive written confirmation of the rules, terms and conditions applied by the provider with respect to the provision of accommodation services.	Met
W15 Students receive meals as agreed; these offer a well-balanced diet, taking into account any reasonable dietary requirements students may have.	Not met

#### Comments

Homestay accommodation is arranged by an agency registered with the British Council. Students at the focus groups reported that they were satisfied with their accommodation but group leaders had concerns about some of their students' homestays; furthermore, staff had received a number of complaints on the standard of homestays which had been actioned swiftly and appropriately. The residence used for adult students is of a very high standard and student feedback is extremely positive. However, while staff have visited the residence on a number of occasions, no formal inspections are recorded. Accommodation confirmations sent to students provide useful information on the facilities and hosts, and students receive good guidance on what it means to stay with a homestay. Group leaders reported that not all their students had received packed lunches.

<i>Accommodation: homestay only</i>	
W16 Homestay hosts accommodate no more than four students at one time.	Met
W17 Homestay hosts do not accommodate more than one student with the same language, unless the students, their agents, parents or legal guardians specifically request this in writing.	Met
W18 No more than two students share the same bedroom, unless the students, their agents, parents or legal guardians specifically request this in writing.	Met
W19 English is the language of communication within the homestay home.	Met
W20 Hosts ensure that there is an adult available to receive students on first arrival.	Met

#### Comments

All criteria in this section are fully met.

<i>Accommodation: other</i>	
W21 Students receive information about the implications of their living in private rented accommodation and advice in case of difficulties.	Met
W22 The provider monitors any other accommodation recommended, and booking and payment arrangements are clear.	N/a

#### Comments

Information and guidance on the implications of living in privately rented accommodation is available.

<b>Leisure opportunities</b>	
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

The leisure programmes for both adult and junior students are well managed and resourced, and students at the focus groups commented positively on the activities available to them. The range of activities is appropriate to the different age groups and the social programme manager is keen to provide a programme that is suitable for both long and short-stay students and which encompasses social, cultural and sporting events. Although some additional risk assessments have been designed, most are generic and do not identify risks specific to the activity. However, staff are well trained and fully aware of their responsibilities.

<b>Safeguarding under 18s</b>	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.	Not 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

The school offers year-round courses for adults (18+) and young people (16+), as well as for closed groups of juniors (10–17). At the time of the inspection, two students aged under 18 were attending adult courses, and 129 students were in closed group junior classes. The number of under 18s varies throughout the year according to the number of closed group courses.

The organisation has a comprehensive safeguarding policy covering all required areas when read in conjunction with the safer recruitment policy. Staff receive regular training and updates. All permanent staff are trained to advanced level and all other adults in contact with under 18s receive basic safeguarding training. Parents receive detailed information about the level of care provided and complete an appropriate parental consent form. Safer recruitment procedures are not always followed, however, and some staff records were incomplete. Supervision within the classroom and scheduled activities, and outside the scheduled programme, is appropriate on the whole. Accommodation is outsourced to an agency that is registered with the British Council but further checks on the standard of homestay and the level of service offered are required. Effective measures are in place to enable 24-hour contact between the school and parents if required.

#### Declaration of legal and regulatory compliance

D1 The organisation certifies that it operates at all times in accordance with the declarations in the *Declaration of legal and regulatory compliance*.

The Accreditation Scheme requires accredited providers to comply with all applicable laws and regulations. Providers must take steps to ensure that they are aware of, and comply with, all existing and new legal requirements.

On initial application and annual renewal of accreditation, providers are required to confirm that they are complying with all applicable laws and regulations.

Inspectors will check a random sample of items during inspection, in relation to criterion D1; if they find evidence of a breach of statutory or other legal requirements, the provider will be required to submit evidence of compliance confirmed by the appropriate regulatory body.

Any breach of the law or regulations will be viewed seriously by the Scheme and may result in the withdrawal or withholding of accreditation.

Any sustained breach of the law or regulations which an accredited provider fails upon reasonable notice to remedy will result in accreditation being withdrawn.

#### Comments

D1 The items sampled were satisfactory.

#### Organisation profile

Inspection history	Dates/details
First inspection	N/a
Last full inspection	July 2018
Subsequent spot check (if applicable)	N/a

Subsequent supplementary check (if applicable)	N/a
Subsequent interim visit (if applicable)	N/a
Current accreditation status	Accredited
Other related non-accredited activities (in brief) at this centre	Pathways programme
Other related accredited schools/centres/affiliates	Oxford & Brighton schools, junior programmes
Other related non-accredited schools/centres/affiliates	North American schools

#### Private sector

Date of foundation	28 November 1991
Ownership	Name of company: Oxford International Education 7 Travel Ltd Company number: 02666738
Other accreditation/inspection	ISI

#### Premises profile

Details of any additional sites in use at the time of the inspection but not visited/observed	N/a
Details of any additional sites not in use at the time of the inspection	Greenwich West Community & Arts Centre, 141 Greenwich High Road, London SE10 8JA

#### Student profile

	At inspection	In peak week: April 2023
<b>ELT/ESOL students</b> (eligible courses)	At inspection	In peak week
Full-time ELT (15+ hours per week) 18 years and over	62	62
Full-time ELT (15+ hours per week) aged 16–17 years	54	54
Full-time ELT (15+ hours per week) aged under 16	77	77
Part-time ELT aged 18 years and over	0	0
Part-time ELT aged 16–17 years	0	0
Part-time ELT aged under 16 years	0	0
<b>Overall total</b> ELT/ESOL students shown above	<b>193</b>	<b>193</b>
Junior programmes: advertised minimum age	10	10
Junior programmes: advertised maximum age	17	17
Junior programmes: predominant nationalities	Thai, Austrian	Thai, Austrian
Adult programmes: advertised minimum age	16	16
Adult programmes: typical age range	17–70	17–70
Adult programmes: typical length of stay	21 weeks	21 weeks
Adult programmes: predominant nationalities	Brazilian, Chinese, Colombian, Turkish	Brazilian, Chinese, Colombian, Turkish

#### Staff profile

	At inspection	In peak week (organisation's estimate)
Total number of teachers on eligible ELT courses	11	12
Number teaching ELT 20 hours and over a week	5	
Number teaching ELT under 20 hours a week	6	
Number of academic managers for eligible ELT courses	2	2
Number of management (non-academic) and administrative staff working on eligible ELT courses	5	
Total number of support staff	1	

#### Academic manager qualifications profile

Profile at inspection	
Professional qualifications	Number of academic managers
TEFLQ qualification	2

Academic managers without TEFLQ qualification or three years relevant experience	0
Total	2

### Comments

Neither academic manager was scheduled to teach in the week of the inspection.

### Teacher qualifications profile

Profile in week of inspection	
Professional qualifications	Number of teachers
TEFLQ qualification	1
TEFLI qualification	10
Holding specialist qualifications only (specify)	0
Qualified teacher status only (QTS)	0
Teachers without appropriate ELT/TESOL qualification	0
Total	11

### Comments

None.

### Accommodation profile

Number of students in each at the time of inspection (all students on eligible courses)		
Types of accommodation	Adults	Under 18s
<i>Arranged by provider/agency</i>		
Homestay	22	119
Private home	0	0
Home tuition	0	0
Residential	12	0
Hotel/guesthouse	0	11
Independent self-catering e.g. flats, bedsits, student houses	0	0
<i>Arranged by student/family/guardian</i>		
Staying with own family	0	1
Staying in privately rented rooms/flats	28	0
Overall totals adults/under 18s	62	131
Overall total adults + under 18s	193	

An additional 69 students were having lessons with another accredited provider with their accommodation and leisure programme arranged by OILG. All of them were staying in homestay accommodation.