

Organisation name	PGL Beyond, formerly Kingswood Learning & Leisure, Grosvenor Hall, Ashford
Inspection date	13 May 2025
Current accreditation status	Accredited
Reason for spot check	Signalled: monitor effect of change of ownership

Recommendation

We recommend continued accreditation as PGL Beyond for the 2025 season.

The next inspection of PGL falls due in 2026; there are no grounds for bringing this forward. However, evidence should be submitted within six months to demonstrate that updated organisation plans for the centre have been shared with Grosvenor Hall staff.

Changes to the summary statement

No changes need to be made to the summary statement, apart from adding the date of this inspection.

New summary statement

The British Council inspected and accredited PGL Beyond, Ashford in October 2018, July 2019 and May 2025. 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 teaching organisation offers residential courses in general English for under 18s. Strengths were noted in the areas of strategic and quality management, staff management, care of students, leisure opportunities, and safeguarding under 18s.

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

Updated summary inspection findings

Management

The provision meets the section standard and exceeds it in some respects. The centre is well managed to the benefit of students and staff in accordance with its stated goals and values. Quality assurance mechanisms are effective, as are all human resources policies such as recruitment, induction and professional development. *Strategic and quality management* and *Staff management* are areas of strength.

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 range of learning resources is available, much of which is appropriate to the age and needs of the students.

Teaching and learning

The provision meets the section standard. The academic staff have a professional profile, including qualifications, appropriate for the courses offered. Teachers receive academic guidance to ensure that they support the learning of students. Courses are designed to meet the linguistic needs of learners. The teaching observed met the requirements of the Scheme.

Welfare and student services

The provision meets the section standard and exceeds it in some respects. Appropriate security and safety measures are in place. Students' needs for information, support and pastoral care are well met. The residential accommodation is of an adequate standard, although some bedrooms are cramped. The extensive and challenging leisure programme is very well organised and is delivered effectively by an enthusiastic team of well-trained instructors and leaders. *Care of students* and *Leisure opportunities* are areas of strength.

Safeguarding under 18s

The provision meets the section standard and exceeds it in some respects. The safeguarding policy and procedures are detailed and are effectively communicated to staff, parents, group leaders and students. Staff are well trained in safeguarding issues. Students are closely supervised throughout their stay. Appropriate suitability checks are carried out on all staff. *Safeguarding under 18s* is an area of strength.

Declaration of legal and regulatory compliance

The items sampled were satisfactory.

Organisation profile

Inspection history of Kingswood Learning & Leisure	Dates/details
First inspection	2014
Last full inspection	2018
Subsequent checks/visits (if applicable)	2019
Other related non-accredited activities (in brief) at this centre	Outdoor adventure activity programmes for UK primary and secondary school pupils.
Other related accredited schools/centres/affiliates	ELT provision at Dearne Valley, one of the other centres purchased by PGL Beyond.
Other related non-accredited schools/centres/affiliates	Additional site in Overstrand purchased by PGL Beyond but not offering ELT provision.

Student and staff profile	At inspection	Estimate at peak: July
Total ELT/ESOL student numbers (FT + PT)	12	266
Minimum age (including closed group or vacation)	11	11
Typical age range	11–16	11–16
Typical length of stay	7 nights	7–14 nights
Predominant nationalities	French	Chinese
Total number of teachers on eligible ELT courses	1	8
Total number of managers including academic	1	1
Total number of administrative/ancillary staff	120	120

Academic manager qualifications profile

Profile at inspection	
Professional qualifications	Number of academic managers
TEFLQ qualification and at least three years' full-time relevant teaching experience	1
Academic managers without TEFLQ qualification or three years' relevant experience	0
Total	1
Comments	
UKLC academic director with no teaching responsibilities.	

Teacher qualifications profile

Profile in week of inspection	
Professional qualifications	Number of teachers
TEFLQ qualification/profile	1
TEFLI qualification	0
ATEFL portfolio in progress	0
Non-ELT-related qualified teacher status only (for short courses for under 18s)	0
Holding specialist qualifications only (for ESP/CLIL)	0
Alternative professional profile	0
Total	1
Comments	
None.	

Premises profile

Address of main site	PGL Travel Ltd, Alton Court, Penyard Lane, Ross-on-Wye, Herefordshire HR9 5GL
Additional sites in use	N/a
Additional sites not in use	Kingswood Dearne Valley, Denaby Main, Doncaster DN12 4EA

Sites inspected	PGL Beyond, Grosvenor Hall, Kennington, Ashford, Kent TN25 4AJ
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Introduction

Background

Kingswood Learning and Leisure was founded in 1997 and its Grosvenor Hall centre was first accredited in 2014. The centre was last inspected in 2019. Kingswood Learning & Leisure, a former subsidiary of the Inspiring Learning Group, went into liquidation in January 2025, and PGL Beyond (PGL) acquired three of its centres. These centres included Grosvenor Hall, Ashford, where most of the ELT provision takes place. The Accreditation UK Executive Board agreed to the transfer of the Kingswood accreditation to PGL (under the name PGL Beyond) and recommended a spot check in summer 2025, with a full inspection in 2026, when PGL is due for re-inspection. At this point the PGL Beyond provision is expected to have become an integrated part of the PGL accreditation. The teaching in the centre continued to be provided by UKLC, an accredited provider with multiple young learner sites in the UK.

The purpose of the spot check was to monitor the effect of the change of ownership on the running of the centre, and to review the academic management arrangements, as these had not been in place at the time of the last inspection.

Preparation

The inspector was sent relevant background information by the Accreditation Unit and held an initial video call with the EFL Academic Manager, PGL Travel in order to help plan the spot check inspection. He received additional documentation from the provider in advance of his visit to the centre. The inspection involved liaising with the PGL manager, a Grosvenor Hall manager, and the academic director of UKLC. The visit to the centre was planned to coincide with the presence in the centre of a small group of young learner students (9 to 10 year-olds) from France.

Programme and persons present

The inspector spent half a day at the centre, arriving at 09.40 am and leaving at 15.00. During that time, he held interviews with the assistant general manager, the estates manager, and the activities manager. He had meetings with the teacher and group leaders, as well as having a brief tour of the premises, including the canteen, where he sampled the food. The language teacher was observed teaching in the learning zone area of the premises. The inspector gave a brief round-up at the end of the inspection. He subsequently held a video call interview with the UKLC academic director.

Findings

Management

The inspection took place at a time of transition within approximately three months of the Grosvenor Hall staff having been informed of the new ownership and when the post of general manager was vacant. The centre continues to be effectively managed in line with the missions and values of both Grosvenor Hall and the wider PGL group. Grosvenor Hall managers were happy with the level of support they were receiving from PGL, with a general manager from another PGL centre being on centre to offer assistance.

The Grosvenor Hall organisational structure remained intact with a new general manager due to start work in June. A statement sent to the inspector stated that Grosvenor Hall would 'maintain expected ways of operating during the 2025 season'. Grosvenor Hall staff were aware of planned improvements having been made to facilities and for others to be implemented in the near future. However, there was uncertainty among staff about what management structure would be in place in 2026 (M2). No detailed plans were available at the time of the inspection. The PGL statement also included the comments: 'there will be substantive changes made to the ways of operating during the closed period. The form of these substantive changes is still in the process of being finalised, and PGL are happy to inform Accreditation UK of these changes once they are finalised'.

Communication continues to work very well within the centre, including good use being made of daily meetings, weekly heads of department meetings and regular health and safety meetings. Staff management and student administration continue to work effectively.

Publicity was generally appropriate apart from several inaccurate claims on the website about the centre (M21). Grosvenor Hall is in Ashford and not 'on the Kent coast' as described. The website states that: 'from the moment our guests enter the gates, they are immersed in the high-adrenaline excitement of the centre as they pass a mix of activities and breathtaking lake!' This text is inaccurate, as the current tempo of the centre is more sedate and the lake is small and not scenic. The coastal reference was removed after the spot check, but not the other points mentioned above.

Premises and resources

A significant number of improvements have been made to the premises and facilities, including upgrading the

diner, improving the exterior of accommodation blocks and upgrading some of the classrooms in the learning zone. Further improvements are planned and needed, for example, not all classrooms have been upgraded and the boys' toilets in the learning zone were out of use at the time of the spot check inspection.

Teaching and learning

The academic support provided by UKLC for teachers is good. The teacher had received an effective induction and ongoing training support, and she had been formally observed by a TEFLQ manager. She was familiar with the course design principles of UKLC and was used to customising teaching materials to meet the needs of specific groups.

Classroom observation record

Number of teachers seen	1
Number of observations	1
Parts of programme(s) observed	General English class
Comments	
None.	

Teaching: classroom observation	Met
T19 Teachers produce accurate models of spoken and written English; they provide clear explanations and relevant examples of language and usage, that are appropriate to the aims of the lesson and suitable for the students' level.	Met
T20 The content of the lessons is based on the overall course objectives and takes into account the differing students' needs and backgrounds.	Strength
T21 The intended learning outcomes of lessons are made known to students, and are achieved through an appropriate sequence of activities.	Met
T22 Teaching techniques used are appropriate to the focus of the lesson, to the context, and to the needs of the group and individual learners.	Strength
T23 Teachers enhance learning by effectively managing the classroom environment and teaching and learning resources.	Strength
T24 Students receive and benefit from appropriate and timely feedback on their performance during the lesson.	Met
T25 Lessons include activities for teachers and students to evaluate whether learning is taking place.	Met
T26 Teachers promote a positive and inclusive learning atmosphere and students are engaged in the lesson.	Met

Comments

T19 The teacher generally produced accurate models of spoken English and level-appropriate explanations of grammar and lexis.
T20 The lesson observed was very well prepared and the content and materials had been tailored to the needs and age of the group.
T21 Learning outcomes were on display in the classroom.
T22 The teacher used a very good range of techniques to keep the learners engaged throughout the lesson segment observed. These included the effective use of questioning, elicitation and nomination.
T23 The learning resources were varied and appropriate and included online resources, excellent visuals and worksheets.
T24 Some positive feedback and error correction was given to learners.
T25 Tasks for assessing learning were included in the lesson.
T26 The teacher had a very good rapport with the learners, who were engaged throughout the part of the lesson observed. Although the students as a group were actively interacting with the teacher, at no point in the class did the learners speak with each other.

Conclusions

Grosvenor Hall continues to be well managed, and the premises are in the process of being upgraded. The teaching observed met the requirements of the Scheme.

The former Kingswood centres are expected to be fully integrated into the main PGL offer after this summer and will then be integrated into the existing PGL accreditation which is due for re-inspection in the summer of 2026. The organisation should confirm when the separate PGL Beyond branding and accreditation is no longer required.

