

Organisation name	Professional Language Solutions, London
Inspection date	10 May 2018
Current accreditation status	Accredited
Reason for spot check	Signalled: inspect new or additional premises

Recommendation

We recommend continued accreditation. The next inspection falls due in 2021; there are no grounds for bringing this forward.

Changes to the summary statement

An area of strength for premises and facilities should be removed.

New summary statement

The British Council inspected and accredited Professional Language Solutions in May 2017 and May 2018. The Accreditation Scheme assesses the standards of management, resources and premises, teaching, welfare, and care of 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 professional English for adults (18+) in school premises.

Strengths were noted in the areas of quality assurance, course design, learner management and care of students.

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

Organisation profile

Inspection history	Dates/details
First inspection	2009
Last full inspection	2017
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	English delivered in company and foreign language tuition
Other related accredited schools/centres/affiliates	N/a
Other related non-accredited schools/centres/affiliates	Language Solutions International, a sister company that runs language courses abroad

Student and staff profile	At inspection	In peak week:
Total ELT/ESOL student numbers (FT + PT)	1	5
Minimum age (including closed group or vacation)	18	18
Typical age range	35-40	24-70
Typical length of stay	3 weeks	1-3 weeks
Predominant nationalities	Brazilian	Russian, Chinese, French, Brazilian
Total number of teachers on eligible ELT courses	2	4

Total number of managers including academic	3	4
Total number of administrative/ancillary staff	5 (+12 managerial/administrative staff for off-site courses) Total = 17	5 (+12 managerial/administrative staff for off-site courses) Total = 17

Premises profile	
Address of main site	7 King Street Cloisters, Clifton Walk, London W6 0GY
Additional sites in use	N/a
Additional sites not in use	N/a
Sites inspected	The school has sole occupancy of premises on the second and third floors of a building in a mixed-use complex near a busy main road in West London. A firm of solicitors occupies the ground floor. Two classrooms, a meeting room, an administration area and refreshment facilities are located on the second floor. There is an open plan space on the third floor for administrative staff and the director. A small balcony on this floor is available for staff use. An additional classroom is available on the solicitors' ground floor premises. There are toilets on the ground and first floors. There is secure entry to the complex by entry code.

Introduction

Background

This was a spot check to inspect the new premises of Professional Language Solutions (PLS) following the move from its previous premises in 11 Coldbath Square, London. The move took place on 1 November 2017. The new site is used for teaching and administration purposes.

Preparation

The spot check was carried out by one inspector, who had not been involved in the full inspection of May 2017. The inspector contacted the school to check if there were any dates which would not be suitable. The Accreditation Unit sent the inspector relevant documents regarding the inspection.

Programme and persons present

The inspector arrived at 10.00 and left at 12.30. She had meetings with the managing director and the client manager. There was no formal observation of the teacher, but the inspector briefly watched the class in action to see how the premises and facilities were being used. All relevant documents were provided for the inspector.

Findings

Significant changes since the last inspection

PLS offers intensive English courses in its London HQ, as well as in-company training in English and over 50 foreign languages to corporate clients across the UK. Since the last inspection PLS has become a provider of language training accessed through the new One Government language contracts which started in April 2018.

The move to new premises has been carried out with minimum disruption to students and staff.

The new, modern smaller premises provide them with suitable facilities in a well-located area of London, with excellent transport links, local facilities and amenities. The main lease and licence to occupy runs until 2022, with a break after three years with six months' advance notice. Fire safety checks and procedures, health and safety training and premises risk assessments have been carried out by the school. All records for the new premises are complete and thorough and have been signed off by the relevant staff.

Premises and facilities	Met
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.	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.	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

Comments

P1 The premises are of a good standard. The two teaching rooms, two administration areas and communal spaces are sufficiently spacious for the number of staff and are in a good state of repair, cleanliness and decoration.

P2 The teaching rooms are furnished with good quality furniture that allows appropriate flexibility of layout. The rooms are light and despite the location in a very busy part of London, there is no disruption from extraneous noise.

P3 Students can relax in their classroom or in the meeting room or second classroom when they are not in use.

There are free tea/coffee-making facilities in the administration area and newspapers and magazines in one classroom. Air conditioning and heating is provided throughout the building.

P4 There are water coolers on each floor and in one classroom. There are numerous food outlets in the immediate vicinity of the building to which students are introduced by the client manager on their first day.

P5 Signage is clear throughout the building. General information is displayed appropriately.

Action taken on points to be addressed

Not checked.

Conclusions

The provision meets the section standard. The premises provide a professional environment for students and staff, with satisfactory facilities.
