

Organisation name	Queen's English Language School, Kingston upon Thames
Inspection date	5 August 2019
Current accreditation status	Accredited
Reason for spot check	Routine: newly accredited institution

### Recommendation

We recommend continued accreditation with a supplementary inspection in October 2019 to see the arrangements for the under 18s and to check that weaknesses in publicity have been addressed.

### 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 Queen's English Language School in February and August 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](http://www.britishcouncil.org/education/accreditation) for details).

This private language school offers courses in general English for adults (18+) and vacation courses for under 18s.

Strengths were noted in the area of student administration.

The inspection report noted a need for improvement in the area of publicity.

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

### New summary inspection findings

#### Management

The provision meets the section standard. The school is well managed overall. Staff management is appropriate and student administration and customer care are generally good. Publicity is weak; several areas needing attention were identified. *Student administration* is an area of strength. There is a need for improvement in *Publicity*.

#### Premises and resources

The provision meets the section standard. The premises are adequate for the context, and provide a professional working environment for students and staff. Learning resources are limited for teachers but sufficient for the needs of students.

#### Welfare and student services

The provision meets the section standard. Overall the needs of the students for security, pastoral care and information are met. Out-of-class activities and accommodation are not provided by the school.

#### Safeguarding under 18s

The provision meets the section standard. Overall there is appropriate provision for the safeguarding of students under the age of 18 within the organisation. Leisure activities and accommodation are not provided by the school.

### Organisation profile

Inspection history	Dates/details
First inspection	February 2019
Last full inspection	February 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	Online tuition
Other related accredited schools/centres/affiliates	N/a
Other related non-accredited schools/centres/affiliates	N/a

<b>Student and staff profile</b>	At inspection	In peak week: July
Total ELT/ESOL student numbers (FT + PT)	4FT + 10PT = 14	14
Minimum age (including closed group or vacation)	18	18
Typical age range	25–45	25–45
Typical length of stay	4 months	4 months
Predominant nationalities	Spanish, German, French	Spanish, German, French
Total number of teachers on eligible ELT courses	2	2
Total number of managers including academic	1	2
Total number of administrative/ancillary staff	1	2

<b>Premises profile</b>	
Address of main site	5–7 Kingston Hill, Kingston upon Thames KT2 7PW
Additional sites in use	N/a
Additional sites not in use	Quaker Centre, Kingston (used in the last 12 months for closed group junior courses).
Sites inspected	5–7 Kingston Hill, Kingston upon Thames KT2 7PW The school is located on the second floor of commercial premises in the Norbiton area of Kingston. It consists of two classrooms, a study room, a reception/office, a staffroom, a kitchenette and toilets.

## Introduction

### Background

This was the routine spot check following the first full inspection in February 2019.

The school runs a flexible general English year-round programme for adults (18+), largely for the local market. Open enrolment junior summer vacation courses and parent and child courses are offered but were not run in 2019. Within the last 12 months the school provided tuition only for a closed group of under 18s at the local Quaker Centre. Two closed groups of under 18 are enrolled for the first two weeks of October 2019. At the time of the inspection teachers for these courses had not yet been recruited.

Class times and days depend on the students' level, and some classes have an examination or a business focus. During the week of the inspection there were two general English classes being held in the morning and a number of one-to-one or small group classes held in the afternoon/evening.

### Preparation

The inspector contacted the school a few days before the inspection to check which classes were running and the principal's availability. The exact date was not given. The inspector received the report of the first inspection conducted in February 2019, and correspondence and documentation relating to the points arising that needed addressing within three months.

### Programme and persons present

This inspection took place over half a day. The inspector had meetings with the principal and the digital marketing trainee. Focus group meetings were held with a class of students, and with one of the teachers. The director of studies was working from home and the administrator was on holiday. The principal had a full teaching timetable.

## Findings

### Management

The ownership of the school changed in March 2019 from Surrey Educational Services Ltd (company number: 8389867) to Vittoria Telo Ltd (company number: 11963830). Findings are also reported in the following section (Publicity) and in the Action taken on points to be addressed.

### Premises and resources

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The school now has use of an additional room used as a staff workroom and resources store. Findings are also reported in the Action taken on points to be addressed.

### Teaching and learning

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

### Welfare and student services

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

### Safeguarding under 18s

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

### Declaration of legal and regulatory compliance

Sampling identified the following issue: there was evidence that copyright regulations were being breached. Too many photocopies of the coursebook were being made for students without their own copy. The school/institution should seek further advice from the relevant statutory/regulatory body.

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Publicity	Need for improvement
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.	Not 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.	N/a
M28 Descriptions of staff qualifications are accurate.	Not met
M29 Claims to accreditation are in line with Scheme requirements.	Met

### Comments

There is a website and a brochure. The website features the brochure which includes information not available elsewhere on the website. Social media is also used.

M22 There are some claims that are difficult to justify: for example, 'good resources', or descriptions that may give a misleading idea of the size: for example, the mention of 'senior teachers'.

M24 The course outlines are in the brochure, not in the body of the website. Total course hours do not include breaks. Course dates are only given until the end of June. No minimum age is given for the adult courses.

M25 Publicity does not include the cost of any teaching materials which students are required to buy (typically a coursebook) or any course-related examination fees, which are not included in the course fees.

M28 Teachers are described as 'expert'; this does not apply to the full range of teachers at any time.

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### 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. Only points reviewed during this spot check are included here. Any points outstanding will be checked at the next full inspection.*

#### Management

M2 The school lacks a clear written statement of objectives and plans for the future with a time frame.

**Not addressed: although the principal/owner has clear objectives and plans they had not been formally recorded. However, a written statement was produced immediately after the inspection so this is no longer a point to be addressed.**

M5 The same student questionnaire is used for three stages of the student's course and there is no indication of the function of the questionnaire at the different stages.

**Addressed: the wording has been changed.**

M10 Not all recently recruited staff had two references on file.

**Addressed.**

M21 The presentation and the language used in the complaints procedure are not very student friendly.

**Addressed.**

M22 Publicity is confusing in places. Photos of students are stock photos and there is only a single unclear photo of the school in the brochure to indicate its size or facilities.

**Addressed: photographs have been changed.**

M23 Some of the publicity, in particular the terms and conditions, is written in inaccessible English.

**Addressed: terms and conditions are written in accessible English.**

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M24 Many of the elements required by this criterion are missing, and statements about maximum class size are contradictory.

**Partially addressed. Statements about maximum class size are clear. However, a number of requirements are not met.**

#### **Premises and resources**

P8 There are insufficient resources in the area of teacher development.

**Not yet addressed.**

#### **Teaching and learning**

T11 Too little guidance is given to teachers on how to integrate the Common European Framework of Reference for Languages (CEFR) syllabus effectively to the coursebook.

**Addressed: the coursebooks used are mapped against the CEFR syllabus.**

T18 Records showed weaknesses in target setting in the tracking of student progress.

**Addressed.**

#### **Welfare and student services**

W1 No separate log of fire drills is maintained by the school.

**Addressed.**

W2 No evidence was provided to show that the school had considered, documented, and shared ways of responding to a security incident in the neighbourhood or on the premises.

**Addressed: a detailed plan has been drawn up.**

W23 More resources are needed to provide students with information about local social, cultural and sporting events and activities.

**Not yet addressed.**

#### **Safeguarding under 18s**

S4 Teachers recruited to work on closed group courses for under 18s had only provided one reference, and referees had not been asked specifically about the applicant's suitability to work with under 18s.

**Addressed: the school has appropriate procedures and documentation. Teachers have two references on file.**

#### **Legal and regulatory compliance**

D1 The school gives insufficient attention to its responsibilities in relation to the General Data Protection Regulation (GDPR).

**Addressed.**

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### **Conclusions**

A number of points from the full inspection have been successfully addressed, notably those relating to student safety and security. However, publicity is still an area in need of improvement.

The procedures for recruiting staff for courses for under 18s are sound. However, it was not possible to see evidence of these procedures having been carried out; there have been no courses held for under 18s since the full inspection, and staff for the courses scheduled for October 2019 have not yet been recruited. It is therefore recommended that evidence be sought to demonstrate, as soon as possible after the October courses, that recruitment policies were put into practice.

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