

Organisation name	Robertson Languages International, Head office Swansea
Inspection date	30 July and 12 November 2019

Section standards	
Management 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
Premises and resources 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
Teaching and learning 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
Welfare and student services 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
Safeguarding under 18s 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, W4, S1, S2 and publicity have been addressed. There should also be a spot check within six months focusing on these issues and to ensure that the new academic management arrangements have been successfully implemented and CPD opportunities have been improved.

Summary statement

The British Council inspected and accredited Robertson Languages International in July and November 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 for details).

This private language teaching organisation offers in-company courses in general and professional English for adults (18+) and under 18s and for closed groups of under 19s.

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.

Introduction

Robertson Languages International (RLI) offers cross-cultural training services and courses in English and other languages for corporate clients in the UK and overseas. The UK language courses are held in the client's office or home. Some courses form part of a relocation package for employees and their families. Nearly all courses are taught one-to-one, although sometimes courses for groups are provided. Most students enrol for a specific number of lessons delivered over an extended period, with lessons typically taking place once a week for one or two hours at times convenient for the student. Trainers are employed on freelance contracts. In this corporate work nearly all students are adults, although under 18s are sometimes taught as part of a family relocation package. Under 18s on these types of courses are always taught at the parental home.

RLI also provides the academic management, teaching and teaching resources for closed groups of Italian teenagers studying at Bradfield College, near Reading. An Italian educational travel company is responsible for all other aspects of the programme. In 2019, the courses were delivered with three starting dates spread over July and August.

In December 2017, RLI was purchased by Wolfestone Translations, a company based in Swansea. The inspections took place at a transitional time for the company. Changes in personnel in the last year included the departure in May 2019 of the training manager responsible for English language courses. In July 2019, the RLI office in Twyford was closed.

The current training manager started work in August, and a part-time director of studies (DoS) was subsequently appointed to mentor the new training manager and to carry out certain academic management responsibilities, such as conducting formal observations. The DoS was the course director on the summer courses in Bradfield College.

The inspection was carried out by two inspectors over one day in Bradfield College at the end of July plus a one-day visit to the head office in Swansea and teaching observations in November 2019. During the inspection of the Bradfield College courses, the two inspectors spoke with the course director and two group leaders of the educational travel company. Group meetings were held with students and teachers. The four teachers timetabled on the day of the inspection were observed.

During the head office visit in November, meetings were held with the managing director, the chief technical officer, the DoS, the training manager, the marketing manager and the training administrator. Trainers were interviewed before, during and after the site visit via a telecommunications app. One of the inspectors also observed four in-company lessons around the time of the head office visit.

Address of main site/head office

8 Urban Village, 220 High Street, Swansea SA1 1NW

Description of sites visited

The head office of Robertson Languages International (RLI) and the other Wolfestone group companies is located in the centre of Swansea close to the railway station. The organisation occupies on one floor: an open office space, two offices, a kitchen area, a boardroom that can be split into two rooms, bathrooms and a shower.

Bradfield College is an independent day and boarding school in the village of Bradfield, near Reading (Bradfield, Berkshire RG7 6AU). RLI staff are hired to deliver English courses in the Mathematics teaching block. This two-storey building contains on the ground floor, three classrooms, an office and a staffroom, where the course director is also based, and one classroom on the first floor. A room in another building is used for certification ceremonies. Students share, with other ELT organisations, the dining room and toilets in other buildings. Students are accommodated in Bradfield College boarding houses, where they are not supervised by RLI staff.

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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" 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 checked="" type="checkbox"/>	<input checked="" 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

RLI offers year-round in-company courses based on the individual needs of trainees. When these courses form part of relocation programmes, lessons are sometimes offered to the partners and children of trainees in their own homes. In July and August, RLI provides the academic management, teaching and teaching resources for closed groups of Italian teenagers, aged 15 to 18, studying at Bradfield College.

Management profile

Year round the managing director is assisted by a general manager, a chief technical officer, a DoS, a training manager, a marketing manager, a finance manager, an HR manager and a training administrator. In the summer, a course director is responsible for the academic management of the junior courses at Bradfield College.

Accommodation profile

RLI does not provide any accommodation to its in-company trainees and summer school students.

Summary of inspection findings

Management

The provision meets the section standard. The management of the provision operates to the benefit of students and staff, and in accordance with the provider's stated goals and values. Overall, staff management is appropriate, although insufficient feedback is obtained from some learners and trainers. Suitable student administration systems are in place. There are weaknesses in publicity. There is a need for improvement in *Publicity*.

Premises and resources

The provision meets the section standard. The premises used by RLI 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 appropriately provided for some staff, but not all.

Teaching and learning

The provision meets the section standard. Overall the academic staff team has a professional profile (qualifications, experience and continuing professional development) appropriate to the context, although not all teachers have Level 6 qualifications. Teachers receive sufficient guidance to ensure that they support students effectively in their learning. Courses are structured and managed to provide learners with appropriate courses. The teaching observed met the requirements of the Scheme.

Welfare and student services

The provision meets the section standard. Acceptable measures are in place to ensure the safety and security of students in the three contexts in which the company operates. However, for the summer school definitions of the limits of the company's responsibility are unclear and reporting lines are insufficiently explicit.

Safeguarding under 18s

The provision meets the section standard. Overall students under the age of 18 are appropriately safeguarded by the company. However, weaknesses were noted in the written safeguarding policy and in the training of teachers in safeguarding.

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.	Not met
M6 The provider regularly seeks and records feedback from all staff on the services offered. Appropriate action is taken and recorded.	Not 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

M5 RLI receives end-of-course feedback from in-company trainees and students at Bradfield College. Although early feedback is obtained from trainees, Bradfield College students do not provide initial formal feedback on teaching.

M6 There are appropriate procedures in place for head office staff to provide feedback to their managers, such as one-to-one meetings, surveys and personal development review meetings. However, insufficient feedback is currently obtained from trainers on one-to-one courses.

M7 There are comprehensive mechanisms in place to review systems and processes linked to internal audits, management meetings and quality assurance scheme requirements (ISO 9001 and Accreditation UK). However, there is no formal course review conducted at the end of the young learner summer programme.

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.	Met
M10 There are effective procedures for the recruitment and selection of all staff.	Met
M11 There are effective induction procedures for all staff.	Not 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.	Not met

Comments

M11 Head office staff receive thorough inductions. However, trainers do not routinely receive sufficient initial training in the learning apps that form an integral part of the advertised course methodology.

M13 Head office staff are given appropriate CPD opportunities; the organisation is planning to fund the new training manager's TEFLI and TEFLQ courses. However, insufficient professional development is offered to Bradfield College teachers and to in-company trainers, as was the case in 2015 at the time of the last full inspection.

Student administration	Met
M14 Staff are helpful and courteous to students and their representatives, and provide satisfactory levels of customer service.	Strength
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

Comments

M14 RLI staff are very helpful and courteous to their trainees and students and provide a high level of customer service, as clearly evidenced by feedback.

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

Comments

Publicity includes a website, which is the main medium, leaflets and social media platforms.

M22 The publicity refers to methodology 'based on cutting edge scientific methods' linked to learning apps, which were not being used by trainers at the time of the inspection observations. The publicity refers to '100% customer satisfaction', when the end-of-course questionnaire does not refer to overall satisfaction levels. The website references to summer schools indicate that RLI does more than provide the teaching on closed group courses. It is hard to substantiate the website claim that 'Our summer school programme provides pupils with a perfect trial run to life at university'.

M23 The publicity is generally written in accessible, accurate English. However, the organisation's *Terms and conditions* are not written in language that some learners would understand.

M28 The teachers and trainers are referred to in the publicity as 'experienced', 'native language speakers' and as having degrees. Not all of the teachers 'have years of industry experience' as claimed; some trainers and teachers are not native speakers of English, and some teachers do not have degrees. Trainers do not always have a 'deep understanding of the industry' of their trainees, as is also claimed.

M29 One leaflet refers to the organisation as being British Council accredited, without making it clear that online courses and programmes delivered outside the UK are not covered by this accreditation.

Premises and resources

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.	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

Comments

RLI does not hire or choose the rooms used for lessons at Bradfield College, in-company or in the family homes of trainees. Nevertheless, the organisation has guidelines for ensuring that suitable learning spaces are used.

All criteria in this area are fully met.

Learning resources	Met
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.	Not 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

Comments

P9 Teachers receive appropriate training in how to use interactive whiteboards at Bradfield College. However, not all trainers have received effective instruction in how to use the learning apps and learning platforms that are integral to the advertised learning approach of the in-company courses.

Teaching and learning

Academic staff profile	Met
T1 All academic staff have a level of education normally represented by a Level 6 qualification on the Ofqual register of regulated qualifications.	Not 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

Comments

T1 Rationales were received for three of the four teachers at Bradfield College who do not have Level 6 qualifications. Another teacher without a Level 6 qualification had worked at the college earlier in the summer. The rationales are not accepted as a disproportionately high number of teachers do not have appropriate qualifications.
T4 A rationale was provided for the full-time training manager who has no TEFL qualifications. He has QTS and worked for an accredited provider for a number of years. The training manager has started to work closely with the appropriately qualified part-time DoS, who has begun to conduct observations and to advise on course design and CPD. The rationale for the training manager is accepted within the context of this inspection.

Academic management	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.	N/a
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.	Not met

Comments

T10 All teachers at Bradfield College had been formally observed in 2019, but this was not the case for the trainers who had been working on one-to-one courses. Written feedback on observations does not make sufficient reference to action planning to improve teaching and develop teaching.

Course design and implementation	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.	Not 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.	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

T12 Insufficient attention is paid to obtaining feedback from staff on course design and reviewing the structure of closed group courses.

Learner management	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.	N/a
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.	N/a

Comments

All applicable criteria in this area are fully met.

Classroom observation record

Number of teachers seen	8
Number of observations	8
Parts of programme(s) observed	Four closed group classes at Bradfield College and four one-to-one lessons delivered in-company or in trainees' homes.

Comments

It was difficult to schedule observations for in-company classes for a number of reasons, including the geographical spread of trainees, the relative infrequency of lessons and the last minute postponement of lessons. One trainer was observed on company premises and three were observed remotely via a telecommunications app.

Teaching: classroom observation	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.	Not 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.	Met
T28 Students receive appropriate and timely feedback on their performance during the lesson.	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.	Not met

Comments

T23 In most lessons, teachers displayed a sound knowledge of the linguistic systems of English and some trainers demonstrated very good knowledge of the pronunciation issues of learners.

T24 Lessons had largely been prepared to meet the learning needs of students. In one-to-one classes, lessons were based on pre-course training need analyses and teachers' knowledge of their students' strengths and weaknesses.

T25 In several lessons, learning outcomes were not clearly expressed in lesson plans, and not shared with learners at the beginning of classes.

T26 Techniques such as prompting and elicitation were used effectively by most, but not all teachers.

T27 One-to-one teachers used relevant coursebooks and handouts to facilitate learning, but not all teachers checked that instructions had been understood by learners.

T28 Feedback was requested by trainees and appropriately delivered by one-to-one trainers. Techniques used included self-correction and delayed feedback.

T29 Trainers used appropriate methods to check that learning had taken place, which included reviewing previous learning episodes. A large part of the group lessons observed were largely taken up with formally assessing learners' speaking skills.

T30 Students were fully engaged in one-to-one classes, as trainers had chosen relevant activities for their learners to perform. However, in some group classes, while individual learners' oral skills were being assessed, other students were not given appropriate tasks to maintain their involvement.

Classroom observation summary

The teaching observed ranged from very good to unsatisfactory, with most lessons being satisfactory. Most lessons had been appropriately planned on the basis of student needs; however, lesson aims were not always expressed as learning outcomes or shared with learners. Most teachers used an appropriate range of teaching techniques and gave encouraging feedback. Trainees were fully engaged in their one-to-one classes, although this was not the case in all group classes. The teaching observed met the requirements of the Scheme.

Welfare and student services

Care of students	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.	N/a
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.	N/a
W7 Students receive advice on relevant aspects of life in the UK.	Met
W8 Students have access to adequate health care provision.	Met

Comments

W1 Safety and security measures are in place for the summer school, however, RLI have completed only a minimal environmental risk assessment to complement the college risk assessment. RLI staff accept duty of care during class times but the contract with the agent only refers to health and safety information given to teachers and does

not include the extent or limits of its responsibility for safety and security of students. Reporting lines in the event of an incident are unclear and not made explicit in writing.

W4 Policies for promoting respect and tolerance and procedures for dealing with abusive behaviour are made clear in the employee handbook, and at induction for staff and students. However, printed notices for students take a limited view of what constitutes abusive behaviour and refer only to bullying.

Accommodation (W9–W22 as applicable)	N/a
<i>All accommodation</i>	
W9 Students have a comfortable living environment throughout their stay.	N/a
W10 Arrangements for cleaning and laundry are satisfactory.	N/a
W11 A responsible representative inspects all accommodation (for safety and suitability) before students are placed, and at least every two years after that.	N/a
W12 Students receive written confirmation of accommodation booked, giving clear and accurate information.	N/a
W13 There are effective procedures for identifying and resolving any problems students have with their accommodation.	N/a
W14 Accommodation providers receive written confirmation of the rules, terms and conditions applied by the provider with respect to the provision of accommodation services.	N/a
W15 Students receive meals as agreed; these offer a well-balanced diet, taking into account any reasonable dietary requirements students may have.	N/a

Comments

RLI does not provide accommodation for students.

<i>Accommodation: homestay only</i>	
W16 Homestay hosts accommodate no more than four students at one time.	N/a
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.	N/a
W18 No more than two students share the same bedroom, unless the students, their agents, parents or legal guardians specifically request this in writing.	N/a
W19 English is the language of communication within the homestay home.	N/a
W20 Hosts ensure that there is an adult available to receive students on first arrival.	N/a

Comments

None.

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

Comments

None.

Leisure opportunities	Met
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.	N/a
W25 Any leisure programmes are well organised and sufficiently resourced.	N/a
W26 There are effective systems to ensure the health and safety of students on all on-site and off-site activities.	N/a
W27 Staff supervising sporting and leisure activities on or off-site have appropriate experience and training.	N/a

Comments

W24 RLI does not provide a leisure programme for its students.

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.	Not 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.	Not met
S3 The provider has written parental/guardian consent reflecting the level of care and support given to students under 18, including medical consent.	N/a
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.	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.	N/a
S7 There are suitable arrangements for the accommodation of students.	N/a
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

On average 12 individual students under the age of 18 are taught in their parents' home over the course of a year; on the agency-organised summer school there are over 100 under 18s and a small number of 18 year-olds.

S1 The written safeguarding policy does not meet Scheme requirements: it was last reviewed in 2016; the current designated safeguarding lead (DSL) is not named, and there is no guidance on handling delayed suitability checks. As was indicated in the spot check in 2018, the current written policy is designed to protect students under 18 who are being taught in their own homes and no reference is made to the summer school context.

S2 The training manager and the DoS are both trained to specialist level and the DoS gives safeguarding information at induction for both students and teachers at Bradfield College. The college also supplies RLI with useful guidance in safeguarding. Although some teachers have completed basic safeguarding awareness training, not all had done so.

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	September 2011
Last full inspection	October/November 2015

Subsequent spot check (if applicable)	November 2016, July 2018
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	Online courses, other languages, ELT outside the UK, translation and voice over services.
Other related accredited schools/centres/affiliates	N/a
Other related non-accredited schools/centres/affiliates	N/a

Private sector

Date of foundation	1989
Private Limited Company	Name of company: RLI Company number: 03159181
Other accreditation/inspection	N/a

Premises profile

Details of any additional sites in use at the time of the inspection but not visited	N/a
Details of any additional sites not in use at the time of the inspection and not visited	N/a

Student profile

Student profile	At inspection		In peak week: July (organisation's estimate)
	At inspection - November		In peak week
ELT/ESOL students (eligible courses)	At inspection - November		In peak week
Full-time ELT (15+ hours per week) 18 years and over	0		5
Full-time ELT (15+ hours per week) aged 16–17 years	0		27
Full-time ELT (15+ hours per week) aged under 16	0		86
Part-time ELT aged 18 years and over	8		7
Part-time ELT aged 16–17 years	0		0
Part-time ELT aged under 16 years	4		0
Overall total ELT/ESOL students shown above	12		125
Junior programmes: advertised minimum age	N/a		N/a
Junior programmes: advertised maximum age	N/a		N/a
Junior programmes: predominant nationalities	Spanish, French		Italian
Adult programmes: advertised minimum age	18+		18+
Adult programmes: typical age range	25–50		25–50
Adult programmes: typical length of stay	Several months to a year		Several months to a year
Adult programmes: predominant nationalities	Argentinian, Spanish, French, Dutch, Italian		Italian, Argentinian, Spanish, French, Dutch

Staff profile

Staff profile	At inspection		In peak week (organisation's estimate)
	July	November	
Total number of teachers on eligible ELT courses	4	5	12
Number teaching ELT 20 hours and over a week	0	0	
Number teaching ELT under 19 hours a week	4	5	
Number of academic managers for eligible ELT courses	1	2	1
Number of management (non-academic) and administrative staff working on eligible ELT courses	5	5	
Total number of support staff	0	0	

Academic manager qualifications profile

Profile at inspection		
Professional qualifications		Number of academic managers

TEFLQ qualification	1
Academic managers without TEFLQ qualification or three years relevant experience	1
Total	2

Comments

In July the course director was TEFLQ. The figures above refer to the situation in November when the DoS was supervising the work of the training manager. Academic managers were not scheduled to teach during the weeks of the inspection visits in July and November.

Teacher qualifications profile

Profile in week of inspection	Number of teachers	
	July	November
Professional qualifications		
TEFLQ qualification	0	1
TEFLI qualification	4	4
Holding specialist qualifications only (specify)	0	0
Qualified teacher status only (QTS)	0	0
Teachers without appropriate ELT/TESOL qualification	0	0
Total	0	5

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	N/a	N/a
Private home	N/a	N/a
Home tuition	N/a	N/a
Residential	N/a	N/a
Hotel/guesthouse	N/a	N/a
Independent self-catering e.g. flats, bedsits, student houses	N/a	N/a
<i>Arranged by student/family/guardian</i>		
Staying with own family	8	4
Staying in privately rented rooms/flats	0	0
Overall totals adults/under 18s	8	4
Overall total adults + under 18s	12	

Comments

The figures above refer to the situation in November for the in-company students and their families. The accommodation for the Bradfield College students in July was arranged and supervised by the group's agent.