

Organisation name	Sprachcaffe Languages Plus, Brighton
Inspection date	11 October 2018
Current accreditation status	Accredited
Reason for spot check	New routine

Recommendation

We recommend continued accreditation with a spot check within three months to assess the provision after its relocation.

Changes to the summary statement

No changes need to be made to the summary statement.

New summary statement

The British Council inspected and accredited Sprachcaffe Language Plus Brighton, Queen's Road in November 2017 and October 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 general English for adults (18+).

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

Organisation profile

Inspection history	Dates/details
First inspection	1997 (2017 adults only)
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	N/a
Other related accredited schools/centres/affiliates	Holland Road, Brighton (for juniors) Edwards School (London)
Other related non-accredited schools/centres/affiliates	Junior seasonal multi-centres

Student and staff profile	At inspection	In peak week: July
Total ELT/ESOL student numbers (FT + PT)	19	30–50
Minimum age (including closed group or vacation)	19	30–50
Typical age range	19–60	18–35
Typical length of stay	2 weeks to 3 months	2 weeks
Predominant nationalities	Japanese, Korean	German
Total number of teachers on eligible ELT courses	4	4–5
Total number of managers including academic	1–2	1–2
Total number of administrative/ancillary staff	0	Interns only

Premises profile

Address of main site	20 Queens Road, Brighton BN1 3XA
Additional sites in use	None by the 18+ adult school.
Additional sites not in use	None by the 18+ adult school.

Sites inspected	Queens Road
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Introduction

Background

Sprachcaffe Languages Plus Brighton (SLPB) is part of Sprachcaffe International, a global organisation based in Frankfurt with a main booking office in Malta. The organisation offers language courses and adventure holidays.

Until July 2017 the Queens Road school (QR) was accredited together with Sprachcaffe summer and junior centres in Brighton and accepted students aged between 16 and 17. From the beginning of September 2017 QR no longer accepted students under 18 and from November 2017 received separate accreditation for its adult general English provision.

The company also owns a hotel in Brighton which houses the UK central management team. The QR school director of studies (DoS) and the UK general manager (GM) also have responsibility for Sprachcaffe summer courses on the south coast.

Preparation

The inspector was sent copies of recent reports and related correspondence. Publicity was checked. On contacting the school, the inspector discovered that the adult provision was to be transferred to the school's year-round junior site at Holland Road on Monday 22 October. The Accreditation Unit was informed shortly afterwards and it was agreed that a visit should be made to the Queens Road site before the relocation. The exact date of the spot check was not made known to the school.

Programme and persons present

The inspection lasted from 09.30 until 13.00. Meetings were held with the GM and DoS, two teachers and a group of students. The inspector also examined all relevant files. The assistant director of studies (ADoS) was on leave and therefore not available.

Findings

Significant changes since the last inspection

Management

The current DoS, who is in effect the school manager, is about to go on maternity leave. Staff levels have been reduced and managers such as the ADoS will be required to teach more.

The temporary positions created to ease management pressures during the summer months, when QR managers have responsibility for all south coast operations, were reported by the MD and DoS, as well as the two teachers interviewed, as having the desired effect.

There have been no other significant changes since the full inspection.

Premises and resources

Sprachcaffe has taken a business decision to combine the adult and junior courses in the Holland Road school on a permanent basis as from Monday 22 October 2018, following the model of the Sprachcaffe Edwards Language School in London. There are 12 classrooms. The school plans, as far as possible, to teach adults on the lower floor and juniors on the upper floor. The inspector was shown a risk assessment, which identified the main risks and indicated control measures. At the time of this inspection QR students had not been told of the move; there were plans to inform the small number of continuing students by letter and accompany them to the premises a few days later. When the website was checked again on 16 October there was no mention of a change of location.

Teaching and learning

There have been no significant changes since the full inspection.

Welfare and student services

There have been no significant changes since the full inspection.

Safeguarding under 18s

There have been no significant changes since the full inspection.

Publicity	Met
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,	Met

accurate and accessible English.	
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.	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.	N/a
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

Comments

The QR school has a website and a brochure, which can be downloaded.

M22 On the website teachers are described as 'native speaker teachers', which is not always the case. Also, at the time of the inspection there was no mention of the planned change of location 11 days later.

M24 Courses are described as a number of 45-minute lessons rather than a total number of hours.

M25 This criterion is met overall, though costs relating to additional excursions organised by a specialist tour company are not indicated.

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.	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.	Met
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

All the criteria in this section are met.

Action taken on points to be addressed

Management

M8 (2018: M12) No appraisals had so far been carried out.

Partially addressed. A new appraisal system is in place but not all staff have gone through the process.

M21 (2018: M23) There are examples of complex English above the level of an intermediate student.

Addressed.

M22 (2018: M22) Information is lacking about the resources available in the adult school. There are contradictory statements on the company website (e.g. distance from London).

Addressed.

M24 (2018: M24) Total number of taught hours per week is not consistently presented across both websites.

Partially addressed. Presentation is consistent but courses are described on the Brighton pages as a number of 45-minute lessons rather than a number of hours.

M25 (2018: M25) Costs relating to excursions organised by a specialist tour company are not indicated.

Not addressed. The brochure and the website give no indication of costs.

Teaching and learning

T15 (2018: T15) There is insufficient guidance in the teachers' handbook and in the syllabus outlines in relation to study and learning strategies.

Addressed.

Welfare and student services

W1 (2018: W1) The fire alarm system had not been tested for three weeks.

Addressed.

W9 (2018: W9) The entrance to the building and the apartment are in need of decoration.

Not addressed.

Conclusions

Many of the points arising from the first inspection have been addressed. The management provided continuity and stability during the summer season through temporary staffing when the CM and the DoS had extended responsibilities outside of the school. The students receive a good level of care from all the staff. The teachers continue to receive ongoing support, monitoring and guidance from the DoS and ADoS, and the temporary DoS in the summer. The school is facing challenges after its business decision to integrate the adult school with the junior school. Major risks have been assessed for under 18s sharing the premises with adults but students have not yet been informed.
