

Organisation name	St George International, London
Inspection date	5 June 2019
Current accreditation status	Accreditation under review
Reason for spot check	Signalled: end period under review

### Recommendation

We recommend continued accreditation. The period of review may now be ended and accreditation continued until the next full inspection, which falls due in 2022. However, evidence must be submitted within three months to demonstrate that weaknesses in publicity have been fully addressed.

### Changes to the summary statement

An updated summary statement can now be issued.

### New summary statement

The British Council inspected and accredited St George International, London in August 2018 and June 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, academic and professional English for adults (18+) and young people (16+) and vacation courses for under 18s.

Strengths were noted in the areas of *Academic management*, *Learner management* and *Teaching*.

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

### New summary inspection findings

#### Management

The provision meets the section standard. Documentation and procedures are in place to disseminate the school's values although future planning is insufficiently detailed or specific. Communication is good, human resources procedures are generally well managed and staff feel supported. Student administration is carried out effectively. Publicity generally provides a clear picture of the centres although there are some inaccuracies.

#### Welfare and student services

The provision meets the section standard and exceeds it in some respects. The school offers a safe and secure environment for students and staff, and students' needs for pastoral care and information are met. Accommodation systems are generally efficient and leisure opportunities for both adults and juniors are well managed and meet a wide range of student needs.

#### Safeguarding under 18s

The provision meets the section standard. There is appropriate provision for the safeguarding of students under the age of 18 within the school; and in the leisure activities and accommodation provided. Safe recruitment procedures are used and staff are trained to be able to implement policies satisfactorily.

#### Declaration of legal and regulatory compliance

The items sampled were satisfactory.

### Organisation profile

Inspection history	Dates/details
First inspection	1992
Last full inspection	August 2018

Subsequent spot check(s) (if applicable)	June 2019
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	Externally validated pre-service and post-experience teacher training courses and methodology courses for overseas teachers
Other related accredited schools/centres/affiliates	N/a
Other related non-accredited schools/centres/affiliates	School in Vicenza Italy

<b>Student and staff profile</b>	At inspection	In peak week: July
Total ELT/ESOL student numbers (FT + PT)	78	160
Minimum age (including closed group or vacation)	17	6
Typical age range	17–55	6–65
Typical length of stay	Four weeks	Two weeks
Predominant nationalities	Russian, Japanese, Italian	Russian, Japanese, Italian
Total number of teachers on eligible ELT courses	12	17
Total number of managers including academic	5	7
Total number of administrative/ancillary staff	7	9

<b>Premises profile</b>	
Address of main site	Kenilworth House, 79-80 Margaret Street, London W1W 8TA
Additional sites in use	N/a
Additional sites not in use	British American Drama Academy, University of Westminster
Sites inspected	Main site

## **Introduction**

### **Background**

Accreditation was placed under review in 2018 because the section standard for Safeguarding under 18s was not met and there were weaknesses in publicity, accommodation and legal compliance.

### **Preparation**

The school was contacted to ascertain whether certain dates would not be suitable for the spot check because of absence of key personnel. The inspectors familiarised themselves with the full 2018 report recommending placing accreditation under review.

### **Programme and persons present**

Two inspectors visited the school arriving at 9.15. Meetings were held with the chief executive officer, school director, assistant director of studies, summer centre manager young learners, student support officer and sales executive/accommodation officer.

## **Findings**

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

### **Management**

<b>Publicity</b>	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, 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.	Met
M28 Descriptions of staff qualifications are accurate.	Not met

M29 Claims to accreditation are in line with Scheme requirements.	Not met
<b>Comments</b>	
M22 There were still claims which cannot be supported by objectively verifiable evidence. A number of these were removed during the course of the inspection. This is no longer a point to be addressed.	
M28 A number of inaccuracies were corrected during the inspection and this is no longer a point to be addressed.	
M29 A previous version of the Accreditation Scheme marque was still being used in the brochure and in a window display visible from outside the school. It was still unclear that certain programmes such as teacher training are not covered by accreditation.	

### Safeguarding under 18s

<b>Safeguarding under 18s</b>	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.	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.	Met
S3 The provider has written parental/guardian consent reflecting the level of care and support given to students under 18, including medical consent.	Met
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.	Met
S7 There are suitable arrangements for the accommodation of students.	Met
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
<b>Comments</b>	
S1 There are now separate safeguarding policies for 16 and 17 year olds in the year-round programme and 6 to 17 year olds in the summer programme, each with named members of staff.	
S3 There are separate consent forms for year-round and summer under 18s.	
S4 Recruitment procedures are now wholly satisfactory.	

### 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.*

#### **Points which must be addressed within three months**

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

W2 There is no comprehensive critical incident plan.

**Addressed. A fully adequate critical incident plan has been developed.**

W11 The provider does not explicitly inform its own homestay hosts that they are legally required to carry out a fire risk assessment (FRA) or ensure as part of its regular checks that FRAs are in place.

**Addressed. Homestay hosts are informed of the need for FRAs and there was evidence in the records sampled that they were in place.**

W26 The risk assessment used for the main school is generic and does not cover travel by public transport.

**Addressed.**

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

Points to be addressed from the previous inspection are subsumed in the Safeguarding under 18s section above.

#### **Points which must be addressed within six months**

##### **Management**

Points to be addressed from the previous inspection are subsumed in the Publicity section above.

##### **Declaration of legal and regulatory compliance**

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D1 The main syllabus's photocopying requirements results in teachers potentially breaching the terms of the school's copyright licence.

**Addressed.**

### ***Other points to be addressed***

#### **Management**

M2 Although there is an organisation plan there is no systematic timetable for the steps that need to be taken for its successful implementation.

**Addressed.**

M3 The course director at the junior centre was required to fulfil a large number of different roles.

**Addressed. There are now three managers at the summer junior centre: general, academic and for activities.**

M7 Although a self-evaluation was completed prior to the inspection, it was not completed against Accreditation UK criteria.

**Addressed.**

M11 Staff at the junior centre felt their induction was not as effective as it could have been as there was an insufficient focus on educational matters.

**Addressed. Induction presentation slides showed that educational matters will be suitably addressed.**

#### **Teaching and learning**

T1 There was one teacher without a Level 6 qualification or an acceptable rationale.

**Addressed. The rationale can now be accepted, the teacher in question is currently studying at diploma level.**

T9 At the junior centre day-to-day guidance was less effective because there was less guidance and support available.

**Addressed. There are now structures in place to ensure that guidance and support will be available.**

T11 On the junior programme there was insufficient support in assisting inexperienced teachers in designing a course with the materials provided.

**Addressed. A comprehensive syllabus has been developed; this will assist less experienced teachers.**

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

W4 The abusive behaviour policy, which is included in the student welcome pack for the main school, is written in language that would not be easily accessible to students with limited language proficiency.

**Addressed.**

W13 There was no evidence that student dissatisfaction with homestays, as reflected in negative end-of-course feedback, is routinely investigated.

**Partially addressed. Feedback is now followed up but appropriate action was not taken in all cases.**

W14 The provider's rules for its own homestays do not make it clear that students with the same first language should not be accommodated without authorisation. Nor does it specify expectations in relation to, for example, hanging space or workspace.

**Addressed.**

W25 Written student feedback and feedback from the student focus group meeting indicate that ALs accompanying students on museum/gallery visits need to be better informed.

**Addressed. Preparation for visits is included in the syllabus.**

W27 Off-site activities for the junior school are sometimes supervised only by young ALs with no special experience and only on-the-job training.

**Addressed. More experienced ALs have been recruited for this summer.**

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### **Conclusions**

The provider has successfully addressed most of the points to be addressed following the 2018 inspection particularly in Safeguarding under 18s. Publicity, however, is not yet satisfactory in a number of respects, although some improvements were made during the spot check.

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