

Organisation name	Stay Campus London
Inspection date	8–9 August 2018

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 six months to demonstrate that weaknesses in publicity have been addressed. The required evidence was subsequently submitted.

Summary statement

The British Council inspected and accredited Stay Campus London in August 2018. 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 school offers residential courses in general English for adults (18+) and under 18s and for closed groups of under 18s.

Strengths were noted in the areas of strategic and quality management and premises and facilities.

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

Stay Campus London (SCL) was originally launched as The Stay Academy and then TSA English, and began teaching in Camden in July 2013. It was based at the Stay Club there, one of three student residences owned by Hallmark Properties Limited. The other two were at Willesden and Colindale, the latter the last residence to open. The Stay Academy was first inspected in August 2014 and accredited after a supplementary inspection in February 2015.

In late summer 2017 the Stay Club outsourced the academic management and staffing of its English language school (by then called TSA English) to another accredited school, and in January 2018 launched the school rebranded as Stay Campus London. The academic management team and teachers at SCL are employed by the separately accredited provider. SCL itself employs the business development manager, the operations co-ordinator who is also the welfare and safeguarding welfare officer, the school marketing co-ordinator, the school administrator and her assistant, and the school liaison officer. The operation of the buildings is managed by the Stay Club.

The Colindale Stay Campus is now the school's main site and offices, with the Camden and Willesden Stay Clubs used only at peak times or for closed groups on request. In 2018 the Camden site was used once only, by a closed group at the end of June and early July, with no plans to use it again until, possibly, July 2019. The Willesden site was used in July only, mainly for groups of younger students.

This inspection by two inspectors took two days. They interviewed the senior consultant, the quality assurance manager, the ELT operations director, the academic director and his assistant, the operations co-ordinator and the residence manager. They observed all the teachers teaching, held meetings with the teachers, some group leaders, and groups of younger and older students. One inspector visited the Stay Club premises in Camden and the other the Stay Club in Willesden.

Address of main site/head office

C/o The Stay Club, 16–18 Charcot Road, Colindale, London NW9 5WU

Description of sites visited

The Stay Campus London (SCL) is located within The Stay Club Colindale residence (address above). The residence, which was completed in 2017, consists of a nineteen-storey tower block above two basement levels. There are nearly 600 ensuite bedrooms for single, double or quadruple occupancy in the tower. The building, in a modern residential area, is close to Colindale underground station with shops and cafes nearby. The school occupies the whole of the first floor with the students' rooms on the floors above. On the first floor is a large reception area and student lounge with a tuck shop, 19 classrooms, a teachers' office, a separate teachers' lounge, a group leaders' room, and toilets for staff, students, junior students and disabled visitors. There is also a multi-faith prayer room, a first-aid room, a meeting room and various management and administrative offices. On the seventh floor is a spacious restaurant/canteen and open terrace area for SCL students and staff and the building's other residents, and in the basement are laundry facilities and a cinema/lecture theatre. The building's 24-hour staffed reception and security desk is on the ground floor.

Willesden Stay Club (5J Nicholl Road, London NW10 9AX) is close to Willesden Junction tube and Harlesden overground stations. The Stay Club is a gated student residence where SCL may use six modern well-equipped classrooms and a teachers' room on the top floor of the four-storey building, which also offers 126 one- to four-bed ensuite rooms with kitchenettes. Full or part-board is available according to the group's choice. There is a 24-hour reception with suitably checked and trained staff.

Camden Stay Club (34 Chalk Farm Road, London NW1 8AJ) is on a busy road five minutes' walk from Camden Town tube station. The part of the building used by SCL is on the lower ground floor of a purpose-built, seven-storey building giving onto a large outdoor courtyard, with seating. On this floor there is a reception/common room area, six classrooms and a teachers' room. On the ground floor is the main reception for the building, a café and a lounge area. Accommodation is available (in studio apartments similar to that in Colindale) on floors accessible by lift. There is a laundry.

Course profile	Year round		Vacation only	
	Run	Seen	Run	Seen
General ELT for adults	<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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input 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 type="checkbox"/>	<input 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

Courses are for general English, with the possibility of examination preparation, and are designed for young learners, the great majority of whom are aged under 18. Almost all students and all under 18s come in groups accompanied by group leaders. Courses typically last one or two weeks, with 15 hours of tuition in the mornings and trips and activities in the afternoons arranged by the group's leaders or by the school. All students and their group leaders stay in Stay Club residences, which have classrooms as well as bedrooms. Almost all courses take place in the summer.

Accommodation profile

There is residential accommodation at the three sites in the same buildings as teaching takes place. The accommodation for SCL is separate from that used by Stay Club guests and is accessed by individual security cards. All rooms are ensuite, have storage space, study tables and a kitchen area (not in use with young students). With easily managed adjustments they can be used as a single with seating area; a twin with two separate beds, or two bunk beds plus seating area; triples and fours with the use of two sets of bunk beds. Young students are accommodated in rooms for either boys or girls in twos, threes or fours. Students from the same group are accommodated together, along the same corridor as the rooms of their group leaders. Adult students are accommodated, usually in single ensuite rooms, on a separate floor. Each residential centre has common rooms, restaurants/cafés and laundry facilities. One inspector saw the accommodation at Colindale and Camden and the other visited the Willesden site.

Summary of inspection findings

Management

The provision meets the section standard and exceeds it in some respects. The management of the provision operates efficiently to the benefit of the students, and in accordance with the provider's stated goals and values. *Strategic and quality management* is an area of strength. There is a need for improvement in *Publicity*.

Premises and resources

The provision meets the section standard and exceeds it in some respects. The premises and facilities at the three centres are modern, attractive and well-equipped, and 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. *Premises and facilities* is an area of strength.

Teaching and learning

The provision meets the section standard. The academic staff team has a professional profile appropriate to the courses it provides and the ages and needs of its students. Teachers receive sufficient guidance to ensure they support their students effectively in their learning. Courses are structured and managed to provide the maximum possible benefit to the students. The teaching observed met the requirements of the Scheme.

Welfare and student services

The provision meets the section standard. The provision meets the needs of the students for security, pastoral care, information and leisure activities. Students benefit from well-managed student services, including out-of-class activities and suitable accommodation.

Safeguarding under 18s

The provision meets the section standard. There is appropriate provision for the safeguarding of students under the age of 18 within scheduled activities and in their accommodation. SCL is aware of the need to ensure that the provision is equally satisfactory outside scheduled activities, when students are being supervised by their group leaders.

Evidence

Management

Strategic and quality management	Area of strength
M1 There is a clear statement describing the goals and values of the organisation, which	Met

is made known to all staff.	
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.	Strength
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.	Strength
M6 The provider regularly seeks and records feedback from all staff on the services offered. Appropriate action is taken and recorded.	Strength
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.	Strength

Comments

M4 The channels of communication at all levels are very effective. There are regular and frequent meetings of managers and staff at all levels, and email communication takes place throughout the day. More formal meetings are minuted.

M5 Feedback from students is gathered informally throughout their stay, as well as through initial, end-of-stay and (for longer-stay students) mid-stay feedback forms. Feedback is analysed, communicated to and discussed with relevant staff, and actions recorded.

M6 Staff complete an initial feedback form after their first two weeks, and a staff survey before appraisals. Results of the surveys are shared with staff.

M7 Feedback is analysed every month and used to update the school's development plan. SCL managers also regularly draw on self evaluations and experience from previous inspections to review and improve practices.

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.	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.	Met

Comments

All the criteria in this area are fully met.

Student administration	Met
M14 Staff are helpful and courteous to students and their representatives, and provide satisfactory levels of customer service.	Met
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.	Strength
M20 All staff and students are made aware of conditions and procedures under which a	Met

student may be asked to leave the course.	
M21 All students and, where appropriate, group leaders and parents/legal guardians, receive information in writing about how to make a complaint.	Not met

Comments

M19 The attendance and punctuality policy is explained at students' induction and their handbook: that 100 per cent attendance is required and the consequences of poor attendance. Within ten minutes of lessons starting, teachers place a green or red card outside the door. A green card indicates all students are present; a red card that someone is missing and gives the absentee's name for the academic team to pursue.

M21 The school's complaints procedure, which is posted in classrooms and on the website, is nearly 200 words long and expressed in unnecessarily difficult language for less advanced students to understand.

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.	Not met
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.	Not met

Comments

The SCL publicity consists of a brochure and a website, both giving descriptions of the school's courses and premises.

M22 Some information is difficult to substantiate or is misleading; for instance, 'Colindale has established itself as the up-and-coming neighbourhood in London' or, for Camden, 'All major universities and London landmarks are less than 10 minutes away'.

M24 Some of the required information is either missing or is hard to find, for instance the maximum class size, the minimum and maximum enrolment ages, and the times of classes for 20-hour courses.

M25 Some information on costs is either missing or hard to find, for instance any leisure programme not included in the course fees, any course-related examination fees not included in the course fees, or the cost of any teaching materials which students are required to buy.

M26 There is no description of the level of care and support given to any students under 18.

M29 The Accreditation Scheme marque used on the brochure is missing the words 'in the UK', although the current correct version is shown on the website.

Premises and resources

Premises and facilities	Area of strength
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.	Strength
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.	Strength
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.	Strength
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.	Strength

Comments

P1 All three premises seen are very well maintained, decorated and clean throughout. The decor is modern, stylish and designed to appeal to the youth market the provider seeks to attract.

P3 Space and facilities for relaxation and for the consumption of food at the three sites are good. Student lounges

are attractive and comfortably furnished, and provide a welcoming environment with free Wi-Fi, easy access to hot drinks and snacks during breaks, and pleasant dining areas.

P5 There is good signage at the three centres giving very clear directions to staff, students and visitors.

Noticeboards in common areas are informative, visually attractive, up to date, and fit in well with the general decor, and there is a good provision of noticeboards in classrooms.

P6 There is ample, comfortable space for staff at the three centres. In Colindale there is a teachers' office or workroom for preparation and marking with good access to computing and printing facilities, and a separate teachers' lounge for relaxation with tea and coffee available. There are also rooms for group leaders.

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.	Met
P10 Any facilities provided for additional or independent learning are appropriately equipped and organised.	N/a
P11 Students receive guidance on the use of any resources provided for independent learning.	N/a
P12 There is a policy for the continuing review and development of teaching and learning resources, and evidence of its implementation.	Met
Comments	
P8 Although the teachers very were satisfied with the resources available at Colindale, they indicated that the Willesden centre, which was not operating at the time of this inspection, was relatively poorly resourced. However, they added that the academic director or ELT operations director would bring across additional resources from Colindale if requested.	

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.	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 One teacher and the assistant director of studies (ADoS) do not have Level 6 qualifications. Rationales for their employment were accepted in the context of this inspection. Both had completed other post-school studies, training or apprenticeships relevant to their present roles.	
T4 The ADoS was not TEFLQ. A rationale for her deployment to this role was provided. Her role is limited to general and academic administrative tasks, student induction and teacher support, especially technical support and lesson preparation. She does not conduct teacher observations. She is supported by the academic director. The rationale was accepted in 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	Met

management affected.	
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.	Met

Comments

All the criteria in this area are fully met.

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.	Strength

Comments

T16 Homework, interview tasks with native speakers and prepared excursion tasks encourage all students to develop their language skills outside the classroom. The 'Discover London' programme links cultural lessons in the morning directly to afternoon excursions.

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.	Met
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 criteria in this area are fully met.

Classroom observation record

Number of teachers seen	11
Number of observations	11
Parts of programme(s) observed	All

Comments

The inspectors saw general English, 'Discover London' and IELTS preparation classes for adults and young learners.

Teaching: classroom observation	Met
T23 Teachers demonstrate sound knowledge and awareness of the use of English and	Met

the linguistic systems underlying it, and provide appropriate models of both spoken and written English.	
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.	Strength
T25 Lessons lead to relevant learning outcomes, made known to students and achieved through a coherent sequence of activities.	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.	Not 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.	Strength

Comments

T23 Although most teachers provided sound relevant models of spoken and written English, in a few lessons there was inaccurate modelling of pronunciation or spelling.

T24 The content of lessons and many detailed class profiles showed that teachers were aware of the learning needs and cultural backgrounds of their students. In many classrooms the learning activities were well suited to the ages of the students as they involved them moving about.

T26 Most teachers used a range of appropriate techniques including elicitation, prompting, nomination and questioning effectively. A few teachers asked students for explanations of vocabulary or grammar points which were beyond the students' ability to explain.

T28 In a number of the segments observed, teachers failed to correct students' errors where intervention would have benefited the individuals and the whole class.

T30 There was generally a good balance of teacher and student talking; teachers gave clear instructions, varied activities and maintained a good pace. In almost all the classes, there was a positive, purposeful atmosphere with the students interested and fully engaged in the learning activities.

Classroom observation summary

The teaching observed met the requirements of the Scheme and ranged from excellent to weak, with the majority of lessons being good or satisfactory. A few teachers failed to model the language accurately, but the great majority explained and exemplified it well. The content of lessons was appropriate to the age, needs and interests of the students and the course objectives, and there was a coherent sequence of learning activities. More correction would have benefited students in some of the lesson segments seen, but a range of effective teaching techniques was observed, and students were generally engaged in and enjoying their lessons.

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.	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.	Met
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.	Met
W7 Students receive advice on relevant aspects of life in the UK.	Met
W8 Students have access to adequate health care provision.	Strength

Comments

W3 Nearly all students come in groups with accompanying group leaders. This is true for all students aged under 18. Pastoral care is provided by the group leaders in liaison with the named welfare officer.
 W8 A high number of Stay Club staff responsible for the residences and of SCL staff are first aid trained. There is a good arrangement with a local doctor. There is a sick room within the building where students can be easily monitored if unwell.

Accommodation (W9–W22 as applicable)	Met
<i>All accommodation</i>	
W9 Students have a comfortable living environment throughout their stay.	Strength
W10 Arrangements for cleaning and laundry are satisfactory.	Met
W11 A responsible representative inspects all accommodation (for safety and suitability) before students are placed, and at least every two years after that.	Strength
W12 Students receive written confirmation of accommodation booked, giving clear and accurate information.	Met
W13 There are effective procedures for identifying and resolving any problems students have with their accommodation.	Strength
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.	Met
Comments	
<p>W9 The residential accommodation in all three centres is of a good standard. All rooms have ensuite bathrooms and can accommodate up to four students comfortably so are suitable for a small group of younger students. The rooms, when in single use, are spacious with kitchenettes, comfortable seating and study areas. The common areas in the residences are spacious and attractively decorated and furnished.</p> <p>W11 The accommodation is checked on a daily basis.</p> <p>W13 The welfare officer is in daily contact with the cleaning and maintenance staff of Stay Club and has daily meetings with the group leaders. Any problems students have with their accommodation can be quickly resolved.</p>	
<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	
All accommodation is residential.	
<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	
All students are resident in Stay Club accommodation.	
Leisure opportunities	
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.	Strength
W25 Any leisure programmes are well organised and sufficiently resourced.	Met

W26 There are effective systems to ensure the health and safety of students on all on-site and off-site activities.	Met
W27 Staff supervising sporting and leisure activities on or off-site have appropriate experience and training.	Met
Comments	
W24 The programmes are bespoke and include a good choice of excursions to London venues, all-day excursions to such places as Cambridge and Bath, and evening activities.	

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.	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.	Strength
S3 The provider has written parental/guardian consent reflecting the level of care and support given to students under 18, including medical consent.	Not 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.	Strength
S6 There are suitable arrangements for the supervision and safety of students outside the scheduled programme.	Not 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

Comments

Most of the students studying at Stay Campus London are aged under 18. At the time of the inspection there were 70 students aged between 11 and 17 out of a total of 94.

S2 Staff and group leaders are made aware of the policy and their responsibilities, and arrangements for training are good; a number of members of SCL are trained to advanced or specialist level.

S3 Parental consent forms are required to be returned before arrival of the students. Although the content of the form is largely appropriate, it lacks detail about the arrangements for the supervision of the students outside scheduled lessons and activities.

S5 Arrangements for the supervision and safety of students during scheduled lessons and excursions are very good. Teachers accompany the groups on excursions and there are well-considered risk assessments and guidelines for each venue.

S6 Whenever the students are not in scheduled lessons or activities organised by SCL they are supervised within the residential building (in their accommodation) and in any leisure time by their group leaders, not by staff members of SCL. Some groups choose not to take part in any of the out-of-class activities organised and monitored by SCL staff so students may be solely in the care of the group leaders every afternoon/evening and throughout the weekend. At the time of the inspection the arrangements in place were considered to be suitable; most groups were taking part in the organised programmes. However, the arrangements are not made clear in publicity and on the parental consent form, and procedures are not in place to ensure that the number of accompanying group leaders is sufficient and that group leaders are given appropriate information and guidance: for example, risk assessments and guidelines for the activities they plan to do with their students.

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	2015
Last full inspection	2015
Subsequent spot check (if applicable)	2016; 2017
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	N/a
Other related accredited schools/centres/affiliates	N/a
Other related non-accredited schools/centres/affiliates	N/a

Private sector

Date of foundation	2014
Ownership	Name of company: Stay Club Ltd Company number: 07966358
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	In peak week
ELT/ESOL students (eligible courses)		
Full-time ELT (15+ hours per week) 18 years and over	23	38
Full-time ELT (15+ hours per week) aged 16–17 years	23	200
Full-time ELT (15+ hours per week) aged under 16	47	204
Part-time ELT aged 18 years and over	1	7
Part-time ELT aged 16–17 years	0	36
Part-time ELT aged under 16 years	0	33
Overall total ELT/ESOL students shown above	94	518
Junior programmes: advertised minimum age	10	10
Junior programmes: advertised maximum age	17	17
Junior programmes: predominant nationalities	Russian, Chinese	Argentinian, Chinese
Adult programmes: advertised minimum age	18	18
Adult programmes: typical age range	18–28	18–28
Adult programmes: typical length of stay	4 weeks	2 weeks
Adult programmes: predominant nationalities	Russian	Russian

Staff profile	At inspection	In peak week (organisation's estimate)
Total number of teachers on eligible ELT courses	11	28 (all sites)
Number teaching ELT 20 hours and over a week	3	
Number teaching ELT under 19 hours a week	8	
Number of academic managers for eligible ELT courses	2	2
Number of management (non-academic) and administrative staff working on eligible ELT courses	5	
Total number of support staff	43	

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	
Neither academic manager was scheduled to teach during the week of inspection.	

Teacher qualifications profile

Profile in week of inspection	
Professional qualifications	Number of teachers
TEFLQ qualification	1
TEFLI qualification	10
Holding specialist qualifications only (specify)	0
Qualified teacher status only (QTS)	0
Teachers without appropriate ELT/TESOL qualification	0
Total	11
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
Arranged by provider/agency		
Homestay	0	0
Private home	0	0
Home tuition	0	0
Residential	24	70
Hotel/guesthouse	0	0
Independent self-catering e.g. flats, bedsits, student houses	0	0
Arranged by student/family/guardian	0	0
Staying with own family	0	0
Staying in privately rented rooms/flats	0	0
Overall totals adults/under 18s	24	70
Overall total adults + under 18s	94	