

Organisation name	Swansea University
Inspection date	17 August 2018
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 2021.

### Changes to the summary statement

An updated summary statement can now be issued.

### New summary statement

The British Council inspected and accredited Swansea University in August 2017 and 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](http://www.britishcouncil.org/education/accreditation) for details).

The English language teaching department of this university offers courses in general and academic English for adults (16+) and for closed groups of under 18s.

Strengths were noted in the areas of quality assurance, learning resources, academic management, course design, learner management, teaching, care of students, and leisure opportunities.

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

### Organisation profile

Inspection history	Dates/details
First inspection	1998
Last full inspection	August 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	Externally validated pre-service ELT training. Support for mainstream students provided by Centre for Academic Success (CAS)
Other related accredited schools/centres/affiliates	N/a
Other related non-accredited schools/centres/affiliates	The International College Wales Swansea (ICWS), which is run by Navitas for the university, offers foundation undergraduate and postgraduate pathways on to Swansea University degree programmes.

Student and staff profile	At inspection	In peak week: <i>July</i>
Total ELT/ESOL student numbers (FT + PT)	347	384
Minimum age (including closed group or vacation)	18	17
Typical age range	18–22	17–22
Typical length of stay	12 weeks	12 weeks
Predominant nationalities	Chinese, Saudi Arabian	Chinese, Saudi Arabian
Total number of teachers on eligible ELT courses	36	42
Total number of managers including academic	5	5

Total number of administrative/ancillary staff	5	5
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Premises profile	
Address of main site	ELTS, Swansea University, Maragam Building (Third floor) Singleton campus, Swansea SA2 8PP
Additional sites in use	N/a
Additional sites not in use	N/a
Sites inspected	Singleton campus

## Introduction

### Background

English Language Teaching Services (ELTS) at Swansea university was last inspected in August 2017, when accreditation was placed under review because Care of under 18s (2018 Safeguarding under 18s) was not met and because of weaknesses in T2. An action plan to address urgent issues relating to Care of under 18s (2018 Safeguarding under 18s) was submitted in March 2018. The purpose of this spot check was to check specifically on these areas to establish whether the period of review could be ended.

### Preparation

The Accreditation Unit sent inspectors the necessary paperwork in advance. The provider was aware that the spot check would take place during the summer but did not know the date.

### Programme and persons present

Two inspectors carried out the inspection. They arrived at 09.00 and left at 12.45. Meetings were held with the head of ELTS and the short programme co-ordinator. Inspectors spoke briefly to the deputy co-ordinator and one of the teachers on the pre-sessional programme. A focus group meeting was held with pre-sessional students. One inspector visited the university's human resources department (HR) to view a staff file. A range of documents was reviewed.

## Findings

### Significant changes since the last inspection

There have been no significant changes in staffing or management since the last inspection and the provision remains largely the same. Changes have been made to some systems and processes, as detailed below.

### Management

Considerable efforts have been made to improve the proportion of TEFLQ teachers, and this issue has in part been tackled through support for existing staff, as well as regular returners, to upgrade their qualifications. In addition, recruitment efforts have focused on appropriately qualified new teachers and returners.

The head of ELTS has worked closely with other areas of the university, and HR in particular, to ensure that recruitment systems, procedures and records are able to meet Scheme requirements, and a specific result of that process has been an agreed process for the checking of references and other requirements for newly recruited staff (see points to be addressed below). Inspectors viewed references for one teacher but were unable to gain access to any other staff files to verify that new systems are working effectively.

### Teaching and learning

Improving the proportion of TEFLQ teachers on EAP programmes is an ongoing process and very good progress has been made, particularly in relation to permanent staff. At the time of the inspection, close to 50 per cent of permanent staff were TEFLQ, although the percentage was considerably lower among temporary summer staff. As a number of teachers were undertaking, or about to undertake, with ELTS support, qualifications which would lead to TEFLQ status, these proportions are likely to improve. Continuing improvement also seems likely, due to ongoing support for teachers to upgrade qualifications and improved systems for recruiting TEFLQ teachers for the summer period.

### Safeguarding under 18s

Following the recommendations from the last full inspection, ELTS submitted an action plan addressing points to be addressed relating to Care of under 18s ((2018 Safeguarding under 18s). This area was checked again as part of this spot check inspection. ELTS and the wider university have introduced a raft of changes in policies and procedures to ensure that Scheme requirements can be met. See section on points to be addressed below.

## Teaching and learning

<b>Academic staff profile</b>	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.	Not 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
<b>Comments</b>	
T2 Although suitable rationales were provided for those teachers on EAP programmes who are not TEFLQ, the proportion of such teachers remains very high, especially among temporary summer teachers.	

## 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>	

During the academic year 16 and 17 year-olds are occasionally enrolled, but numbers are very small. At the time of the inspection there were no under 18s. Earlier in the summer, one 17 year-old had been enrolled. Bespoke programmes are offered for young adults aged 14–17 in closed groups with a group leader.

All criteria in this area are fully met.

### Action taken on points to be addressed

*Points from the previous full inspection and/or subsequent spot checks or interim visits with comments (in bold) to indicate how far these have been addressed. Only points reviewed during this spot check are included here. Any points outstanding will be checked at the next full inspection.*

### Management

M6 There were no references for teachers recruited for the summer.

**Addressed. The head of department has met with the university's human resources team to ensure that all incoming teachers will have references and qualifications checked post interview prior to a formal offer of employment being made.**

### Teaching and learning

T3 The proportion of teachers who are not TEFLQ but who were teaching on EAP courses (70 per cent) is unacceptably high.

**Partially addressed. Sustained efforts have been made to increase the proportion of TEFLQ teachers (see**

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above), although this is still low in relation to Scheme requirements.

**Care of under 18s** (2018 Safeguarding under 18s)

C1 (2018 S1) The safeguarding policy is not sufficiently specific; policies relating to some of the particular requirements of ELTS are not covered. Safeguarding responsibilities are not specified in the personal job description of the ELTS safeguarding officer.

**Addressed. A supplement to the university's generic policy, which is itself under review, has been created for ELTS. Job descriptions have been reviewed to reflect roles appropriately.**

C4 (2018 S4) The university's safeguarding policy does not include specific policies on recruitment and suitability checks: for example, there is no policy on action to be taken in case of a delayed DBS check. Not all members of ELTS staff have up-to-date DBS checks. References for ELTS temporary summer staff had not been required. Group leaders of closed groups had not been asked for evidence of suitability checks.

**Addressed. The ELTS supplement includes information on safer recruitment practices and dealing with delayed suitability checks. All current staff have undergone suitability checks and a policy is in place to ensure these checks for all new staff. Group leaders suitability checks are carried out and references are obtained for all new staff prior to commencement of contract.**

C6 (2018 S6) For individually enrolled students there are no formal arrangements made for the supervision and safety of under 18s between and outside scheduled lessons and activities and without supervision: there are no rules for what they may do within their accommodation, overnight and at weekends. There are no guidelines for group leaders of closed groups about what the university considers to be suitable arrangements for the age of the students. The 'guardian/ financial guarantor' is often not a legally appointed guardian and may not be resident in Swansea and so is not able to supervise the student closely.

**Addressed. Rules for under 18s and guidelines for parents form part of the ELTS policy supplement and cover accommodation arrangements, as well as free time and social activities.**

C7 (2018 S7) The university does not ensure that the students aged under 18 are suitably accommodated. The student aged 17 was accommodated in a shared house or flat which had been arranged privately. The privately organised accommodation arrangements had not been confirmed in writing by a parent or legally appointed guardian, and nobody from the university had been responsible for checking that the arrangements were suitable.

**Addressed. Students under 18 are required to stay in halls accommodation on campus, unless parental consent has been obtained for them to stay with family members.**

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## Conclusions

ELTS has made significant changes at both local and, more impressively, policy level through negotiation with other areas of the university. As a result, major improvements have been made and the majority of points to be addressed arising from the last inspection have been fully dealt with. Good progress is being made towards improving the numbers of TEFLQ teachers on EAP programmes and, although the proportion is still low in relation to Scheme requirements, systems are in place to ensure that this progress can continue.

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