

Organisation name	TEG ENGLISH Bristol
Inspection date	3 August 2017

BACKGROUND
Organisation profile

Inspection history	Dates/details
First inspection	March 2015 spot check to confirm extension of accreditation from Southampton Language College
Last full inspection	February 2016
Subsequent spot check (if applicable)	N/a
Subsequent supplementary check (if applicable)	N/a
Subsequent interim visit (if applicable)	N/a
Other related non-accredited activities (in brief) at this centre	German language classes
Other related accredited schools/centres/affiliates	Tompkins Educational Group schools in Portsmouth, Southampton, Winchester
Other related non-accredited schools/centres/affiliates	N/a

Current accreditation status and reason for spot check

Current accredited status	Accredited
Reason for spot check	Routine: newly accredited institution

Premises profile

Address of main site	2 Portland Place, Pritchard Street, Bristol BS2 8RH
Details of any additional sites in use at the time of the inspection	N/a
Details of any additional sites not in use at the time of the inspection	N/a
Sites inspected	The school occupies the whole of a five-storey Georgian-style building in central Bristol. There is a total of six classrooms with a reception area and teachers' room on the ground floor, a student lounge, kitchen and private study area in the basement, and two classrooms on each of the upper three floors. There are four single toilets, three on each of the mezzanine levels and one in the basement. On the top floor there is also a small relaxation area between the two classrooms, which is furnished with a sofa, tables and chairs.

Student and staff profile

	At inspection	In peak week July
Total ELT/ESOL student numbers (FT + PT)	85	92
Minimum age (including closed group or vacation)	9 (advertised age 10)	9 (advertised age 10)
Typical age range	20–30	20–30
Typical length of stay	3–4 weeks	3–4 weeks
Predominant nationalities	Spanish, Italian	Spanish, Italian
Total number of teachers on eligible ELT courses	7	9

Total number of administrative/ancillary staff	3	3
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INTRODUCTION

Background

Bristol Language College (BLC) was opened in September 2014, the newest school in the Tompkins Educational Group (TEG). TEG is a family-run organisation, started in 2007, which currently has accredited language schools in Bristol, Southampton, Winchester and Portsmouth, where the organisation has its headquarters.

The Bristol school had a spot check in March 2015 as an extension organisation to the TEG school in Southampton. This was followed by the first full inspection of BLC in February 2016.

The principal of TEG has overall responsibility for operational control and management of all the schools in the group. He is TEFLQ and an experienced teacher trainer. He visits each school in the group at least every fortnight, and is in regular contact by phone or email at other times. The director of studies (DoS) and the office manager were both recruited from within the TEG organisation. The DoS is one of the two vice principals within the TEG group.

TEG offers general English courses year round to students aged 16 and over, with the majority of students being over 21. Students can enrol on any day of the week and can choose to study for 15, 20 or 25 hours during the day or take a part-time daytime course which runs on two mornings a week, or an evening course, which runs on two evenings a week. Morning classes are in general English with communication skills and examination preparation classes in the afternoon. Private, individual classes are also available. During the summer junior courses are offered for students aged 10–15. Closed group courses for adults and juniors are offered year round. The school also offers classes in modern foreign languages, although only German language classes have run in 2017.

Preparation

The inspector who conducted the spot check had not been to the school before. Contact was made with the school to enquire if there were any days that should be avoided for the visit. The actual date of the visit was not known by the school. The inspector received documentation before the visit and checked the website and social media sites.

Programme and persons present

The inspector arrived at 10.20 and left at 14.30. Separate meetings were held with the principal, the DoS, the office manager, the assistant director of studies (ADoS), the teachers, the adult students and the juniors. Each of the four classes was visited for about ten minutes and documentation was examined.

FINDINGS

Changes since the last inspection

In November 2016 the principal informed ASAC that the four branches of the Tompkins Educational Group (TEG) were being rebranded as 'TEG ENGLISH Portsmouth; TEG ENGLISH Southampton; TEG ENGLISH Winchester and TEG ENGLISH Bristol'.

The principal has since informed ASAC that TEG ENGLISH Winchester will close in August 2017 and that a new branch, TEG ENGLISH Cardiff, is due to open in early September 2017.

At inspection there were five adult classes and two junior classes running in the morning and three adult classes in the afternoon.

Management

There have been no changes to the management structure. The previous ADoS left in September 2016 and a new ADoS has been appointed. Day-to-day operations are handled by the DoS, who also teaches in the mornings. The office manager is responsible for administration, accommodation, welfare, care of under 18s and the social programme. The DoS and office manager work closely together and are able to provide cover for each other. Administration systems are well managed. The principal and the registrar, who are based at TEG Portsmouth, visit all the TEG schools regularly. The principal was present at this inspection.

Publicity

Publicity consists of a website, a flyer and various social media sites. The school's publicity is attractive and raises realistic expectations. However, at the inspection one student aged nine was enrolled and publicity states that summer junior courses are offered for students aged 10–15. See **Points to be addressed arising from this visit (M24) below**. Also, website publicity contained selective quotes from the last inspection report. These quotes were removed during the inspection.

Resources and environment

The school continues to provide a comfortable and attractive environment for students and staff and is in a very

good state of repair, cleanliness and decoration throughout. It is adequately equipped with the learning resources needed to support students' studies.

Teaching and learning

The academic team consists of the DoS, who is TEFLQ, and the ADoS who is TEFLI. All the teachers are TEFLI, apart from one teacher for whom a rationale was provided and accepted at the last inspection. Teachers continue to receive good support through regular observations and the continuing professional development (CPD) programme. Six teachers have carried out peer observations in 2017. The courses are well structured and the nine-week junior course syllabus has been revised by one of the teachers.

Lesson observations

Three lessons were briefly observed; an adult class at upper intermediate level and two junior classes at elementary and pre-intermediate level. The teachers had planned their lessons effectively and took account of the students' needs. Visual materials and motivating interactive tasks and games were used effectively in the junior classes. The whiteboards in two classrooms were well organised, with good zoning of information. Techniques such as elicitation and concept checking were observed in one lesson, as well as opportunities for revision of previous work covered. Classroom management was effective and students were fully engaged in motivating tasks and activities. Students at the adult and junior focus group meetings appreciated their teachers.

Welfare and student services

There are generally effective health and safety procedures in place which include risk assessments and regular fire drills and training. The risks associated with groups of students under 18 sharing the premises with the adult students have been assessed. Junior students have different breaks from the adult students and their classrooms are located separately, on the top floor of the school. They are supervised during break times and not allowed to leave the premises during lunchtime.

The accommodation systems are well managed by the office manager, with support from an assistant, and all the required information is retrieved efficiently and quickly.

The students continue to enjoy a varied leisure programme suited to their needs. The junior afternoon programme is topic based and includes daily activities and projects which are varied and interesting. The activities are led by teachers who are provided with good support materials, including lists of useful websites. A generic risk assessment has been drawn up for activities but there are no risk assessments specific to each activity. See **Points to be addressed arising from this visit (W28)** below.

Care of under 18s

At inspection ten students aged under 16 were enrolled on the junior summer course. They were all individually enrolled.

The TEG registrar is the designated safeguarding person and she has completed specialist training. There was no evidence of an annual review of the safeguarding policy as it was dated 2016. This was addressed during the inspection and a revised version was produced which was satisfactory. All members of staff have received basic awareness and Prevent training and there are satisfactory recruitment procedures in place overall. However, an open testimonial had been accepted for one newly recruited teacher who was teaching on the summer junior course and there were no references on file. Two references were obtained immediately after the inspection and were satisfactory.

Students are given a set of rules, including a curfew time, for what they may do outside scheduled lessons and activities. Parents complete a parental consent form which states that TEG English does not provide 24-hour supervision. However, risk assessments do not address the risks to students in unsupervised time on Saturdays. See **Points to be addressed arising from this visit (C6)** below.

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

Management

M1 There were no CLA guidelines by the photocopier and staff were unaware of photocopying limits within the terms of the photocopying licence.

Addressed. The CLA guidelines have been placed next to all printers and a notice informs staff of photocopying limits.

M25 There is no indication in the publicity of the approximate costs of the leisure programme.

Addressed. The TEG website has been updated. The junior social programme includes the cost of the junior social programme.

M29 The British Council logo is used instead of the Accreditation Scheme marque on the flyers.

Addressed. The correct marque is now being used.

Teaching and Learning

T2 One of the teachers does not have a TEFL qualification.

Addressed. A rationale for this teacher, who was teaching at this inspection, was accepted at the last inspection.

T11 Observation notes sampled had not been signed by the observer or the teacher and there was no clear action plan for teachers to follow in order to improve and develop their teaching.

Addressed. The observation notes are now signed by the teacher and include an action plan.

Welfare and student services

W1 There is currently only one trained first aider on the staff.

Addressed. There are now three trained first aiders in the school.

W13 The confirmation of accommodation booked does not include the approximate cost of travel between the homestay and the school.

Addressed. The details of the cost of travel are now included in information sent to students.

W28 The risk assessments do not all have clear guidelines on how to respond to situations where students are at risk.

Partially addressed. Risk assessments have been amended so that they include appropriate guidelines for staff accompanying students but they are generic, not site specific. See Points to be addressed arising from this visit (W28) below.

Care of under 18s

C3 There is minimal information on the website about the level of care and support given to students aged under 18.

Addressed. The website has been updated and includes appropriate information about the level of care and support given to students aged under 18.

C6 Seeking parental permission for young students to go the shopping centre to buy lunch on their own is inappropriate.

Addressed. All under 18s are required to stay on the premises for lunch unless accompanied by an adult. See also Points to be addressed arising from this visit (C6) below.

Points to be addressed arising from this visit

Management

M24 One student aged nine was enrolled on the junior summer course at the time of the inspection.

Welfare and student services

W28 A generic risk assessment has been drawn up for activities but there are no risk assessments specific to each activity.

Care of under 18s

C6 Risk assessments do not address the risks to students in unsupervised time on Saturdays.

CONCLUSIONS

Most of the points arising from the previous inspection have been fully addressed. The management of the provision continues to operate to the benefit of its students and provides continuity and stability. The students receive a good level of care from all the staff. The teachers continue to receive on-going support, monitoring and guidance from the DoS. All staff are committed to the welfare of the students in their care. There is appropriate provision for the safeguarding of students under the age of 18. However, systems to ensure the health and safety of students need to include more robust written risk assessments.

RECOMMENDATION

The next inspection falls due in 2020; there are no grounds for bringing this forward. However, documentary evidence should be forwarded within three months to show that points arising in W28 and C6 have been addressed.

SUMMARY STATEMENT

The British Council inspected and accredited Bristol Language College in February 2016. 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 (16+), for closed groups of under 18s and vacation courses for under 18s.

Strengths were noted in the areas of quality assurance, and leisure opportunities.

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

Changes to summary statement

TEG ENGLISH Bristol can be added to the summary statement.

Amended summary statement (August 2017)

The British Council inspected and accredited TEG ENGLISH Bristol in February 2016. 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).

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