

Organisation name	TEG Southampton and Head Office
Inspection date	7 October 2021
Current accreditation status	Accredited
Reason for spot check	Signalled: monitor effect of change of ownership following reinstatement of accreditation

**Recommendation**

We recommend continued accreditation. The next inspection falls due in 2023; there are no grounds for bringing this forward.

**Changes to the summary statement**

No changes need to be made to the summary statement, apart from adding the date of this inspection.

**New summary statement**

The British Council inspected and accredited TEG Southampton in March 2018 and October 2021. 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 English for adults (16+), for closed groups of under 18s and adults (18+) and vacation courses for under 18s.

Strengths were noted in the areas of student administration and teaching.

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

**Organisation profile**

Inspection history	Dates/details
First inspection	2010
Last full inspection	March 2018
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	TEG Portsmouth, TEG Bristol, TEG Birmingham
Other related non-accredited schools/centres/affiliates	N/a

Student and staff profile	At inspection	In peak week: <i>July estimate</i>
Total ELT/ESOL student numbers (FT + PT)	8 + 5	50 + 12
Minimum age (including closed group or vacation)	16	10
Typical age range	18–35	11–40
Typical length of stay	6 weeks	4 weeks
Predominant nationalities	Saudi Arabian	Spanish, Saudi Arabian, Hungarian, Italian, French
Total number of teachers on eligible ELT courses	3	7
Total number of managers including academic	2	3
Total number of administrative/ancillary staff	1	3

<b>Premises profile</b>	
Address of main site	1 Brunswick Place, Southampton SO15 2AN
Additional sites in use	N/a
Additional sites not in use	N/a
Sites inspected	Virtual tour of main site

## **Introduction**

### **Background head office**

At the time of the last inspection TEG Southampton was one of four schools in the Tompkins Educational Group (TEG); the others were in Portsmouth, Bristol and Cardiff. The head office was based in the Portsmouth school premises. Subsequently the Cardiff school closed permanently, and a new school opened in Birmingham, which gained accreditation by extension in 2019. Following the insolvency of Portsmouth Language College Ltd, accreditation was suspended. This period of suspension was ended when the assets were purchased by International Centres (ILC) Ltd., which owns another private language school in Colchester. The schools were brought back into accreditation with follow-up inspections recommended. A spot check was recommended for Southampton and a full inspection of Birmingham. Two of the schools, Portsmouth and Bristol, remained closed but were due to open by the end of the year. Head office (HO) was temporarily based in Southampton and a check of (HO) was included in the spot check.

### **Background Southampton**

The school runs daytime general English courses for adults. Students aged 16 and 17 are accepted on adult courses and form a maximum of five per cent of the intake. During the week of the spot check, there were no under 18s enrolled. There were three morning classes running and one part-time evening class.

In the summer (June to August), there are courses for juniors aged 10–15.

The school offers residential and homestay accommodation. At the time of the inspection five students were staying in homestay accommodation.

### **Preparation**

The inspector was sent relevant documents by the Accreditation Unit. Due to the pandemic the check was conducted remotely and therefore the date and times of the check were agreed beforehand between the inspector and the principal. The same inspector was allocated as co-inspector for the full inspection of the Birmingham school the following week and had access to the full stage 2 documents, which had already been sent for that inspection. Many of these documents were relevant for the HO check.

### **Programme and persons seen**

The spot check took half a day spread over a day. Online meetings were held with the principal/acting director of studies (DoS), the assistant director of studies (ADoS), the office manager and the two teachers. The inspector briefly observed each of the three classes.

## **Findings**

### **Management**

#### **Head office**

Previously the owner was principal of and had overall responsibility for all the TEG schools. He was assisted by two vice principals, who were also DoSs, and each was responsible for two of the schools. The owner remains as principal for all schools, but currently there are no vice principals.

#### **Southampton**

The principal is acting DoS, assisted by a qualified ADoS.

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

The office manager has the role of welfare and accommodation officer.

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

The office manager is the designated safeguarding lead. Under 18s are provided with homestay accommodation if requested.

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## Action taken on points to be addressed

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

#### **Management**

M1 The organisation's goals and values have not yet been clearly documented and staff are unaware of them.

**Addressed.**

M2 Clear objectives have not yet been set nor communicated to the appropriate staff.

**Partially addressed. The goals and objectives are clearly stated. However, some of the steps needing to be taken to achieve them and the time frame, are not set out clearly.**

### *Other points to be addressed*

#### **Management**

M9 Although job descriptions are reviewed annually, this is not documented.

**Addressed.**

M19 The student handbook currently suggests that 80 per cent attendance is acceptable, rather than the lowest permissible level.

**Addressed.**

M22 There are some claims made which are difficult to substantiate, e.g. 'We are now one of the largest chains of language schools'. 'Southampton is quickly becoming the economic centre of the south.'

**Addressed.**

M23 Thorough proof reading would eliminate the few typographical and grammatical errors.

**Addressed.**

#### **Teaching and learning**

T11 Although the syllabus appears to be based on a communicative framework, this is not clearly stated.

**Addressed.**

T13 Schemes of work and 'can do' statements are not presented in a way that makes them easily accessible or clear to students.

**Addressed.**

T15 Study and learning strategies do not contain the detail or cross-referencing that would make them more useful to teachers and students.

**Not addressed.**

T16 There was little evidence of links to the social programme in the lessons observed or of encouraging students to bring in language from their work or home environments.

**Not addressed.**

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

W10 One host does not always provide a weekly change of towels and bed linen but provides the facilities for students to launder their own.

**Addressed.**

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## Conclusions

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### **Head office**

The schools are managed effectively. Continuity has been ensured because the principal has remained in his management role and both the DoS in Birmingham and the ADoS in Southampton have been part of the TEG academic team for some years. The senior office manager has been in post for some years and has trained and supported the newly appointed staff in these roles in both Birmingham and Southampton. Communication is good. There are regular meetings between the principal and the new owners and with the principal of the other language school owned by ILC. The principal visits both schools regularly, the staff communicate frequently and support each other in their roles.

### **Southampton**

The school continues to be managed effectively. The day-to-day management of the school is the responsibility of the principal. In his role as acting DoS, he is supported by a qualified ADoS, who was previously DoS in Birmingham. She deputises for the principal when he visits Birmingham. The newly appointed office manager has been trained by the senior office manager and is supported by the principal. The teachers in Southampton have worked in the school for many years.

The staffing arrangements are satisfactory in the current situation.

Most of the points to be addressed have been fully addressed.

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