

Organisation name	The Language Training Company, Bournemouth
Inspection date	24 July 2024
Current accreditation status	Accredited
Reason for spot check	Routine: newly accredited institution

Recommendation

We recommend continued accreditation. The next inspection falls due in 2027; there are no grounds for bringing this forward.

Changes to the summary statement

The need for improvement in Publicity can now be removed.

An area of strength can be added for Safeguarding under 18s.

New summary statement

The British Council inspected and accredited The Language Training Company, Bournemouth in October and November 2023 and July 2024. 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 courses in general English for adults (18+) and young people (16+) and for closed groups of under 18s and vacation courses for under 18s.

Strengths were noted in the areas of staff management, premises and facilities, academic staff profile, academic management, teaching, care of students, leisure opportunities and safeguarding under 18s.

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

Updated summary inspection findings

Management

The provision meets the section standard and exceeds it in some respects. The management of the provision operates to the benefit of the students and in accordance with the provider's stated goals and values and its publicity. The structure of the organisation is very well established, and communication is good. Policies and procedures related to staff management are very effective. Student administration is mostly carried out highly efficiently. *Staff management* is an area of strength.

Safeguarding under 18s

The provision meets the section standard. There are very efficiently run systems to ensure the safeguarding of students under the age of 18 within the organisation and in the leisure activities and accommodation provided. There is excellent communication of these systems to all adults in contact with under 18s. *Safeguarding under 18s* is an area of strength.

Organisation profile

Inspection history	Dates/details
First inspection	November 2023
Last full inspection	November 2023
Subsequent checks/visits (if applicable)	N/a
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

Student and staff profile	At inspection	Estimate at peak: June
Total ELT/ESOL student numbers (FT + PT)	172	210
Minimum age (including closed group or vacation)	11	11
Typical age range	13–15	13–15
Typical length of stay	One week	One week
Predominant nationalities	Spanish, Italian, Austrian, Germans, Saudi Arabian	Spanish, Italian, Austrian, Germans, Saudi Arabian
Total number of teachers on eligible ELT courses	10	12
Total number of managers including academic	2	2
Total number of administrative/ancillary staff	4	4

Premises profile	
Address of main site	44–46 St Peter's Road, Bournemouth, Dorset BH1 2LT
Additional sites in use	89 Holdenhurst Road, Bournemouth BH8 8EB
Additional sites not in use	N/a
Sites inspected	44–46 St Peter's Road, Bournemouth, Dorset BH1 2LT

Introduction

Background

The Language Training Company (TLTCO) was first inspected and accredited in October and November 2023.

This was a routine spot check to follow up on a newly accredited provider. In addition, the inspection focused on residential accommodation and vacation courses for under 18s, as neither of these were in operation at the time of the original inspection. The inspector also sampled other parts of the programme and reviewed relevant points to be addressed from the previous report.

Preparation

The spot check was carried out by one inspector, who had been involved in the previous inspection in 2023. The inspector contacted the provider in advance to check if there were any dates which would not be suitable and when key staff would be present. The Accreditation Unit sent the inspector relevant documents. The inspector looked at the TLTCO website.

Programme and persons present

The inspector arrived at 11.00 and left at 14.30. He visited the main school site at St Peter's Road, the hotel nearby where students have lunch, the student residence and the 16 plus centre at Holdenhurst Road. Meetings were held with the managing director and director of studies (DoS). Focus group meetings were held with students, teachers and group leaders. Upon arrival, the inspector requested a range of documents, all of which were provided.

Findings

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

Management

The points to be addressed in the area of *Publicity* were responded to by the provider in communications with the Accreditation Unit in early 2024. All were addressed and there is no longer a need for improvement in *Publicity*.

Premises and resources

During the summer period, junior vacation courses for students aged 11 to 16 take place in the main school premises at St Peter's Road. Courses for students aged 16 and over are held at a nearby university premises, a five-minute walk from the main school.

Teaching and learning

An additional member of the academic management team has been recruited to support the DoS during the summer period.

Welfare and student services

In addition to homestay accommodation which the school provides for the rest of the year, junior vacation students are offered accommodation in a university residence, a ten-minute walk from the school. Students are placed in flats of six to eight rooms. All rooms are single ensuite. An adult member of staff or group leader is accommodated in each flat. At the time of the inspection 89 junior students were staying in the residence, and 64 in homestay. A further eight students aged 16 plus were staying in homestays. The residential accommodation provided meets all

of the criteria W9–W15. Rooms are comfortable and clean, and the school has good systems in place for checking them and ensuring that safety checks have taken place and problems are recorded and resolved.

Safeguarding under 18s

During the spot check inspection, there were 161 students aged 11 to 17 at the school. In addition to the school's year-round policies and procedures, the school puts in place additional risk assessments and guidelines for situations and circumstances that are unique to the summer. Staff records show that suitability checks are complete for all adults in contact with under 18s. This was confirmed by the staff files sampled during the inspection.

Safeguarding under 18s

Safeguarding under 18s	Area of strength
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.	Strength
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.	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.	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

During the summer, courses are run for juniors aged 11 to 17 who come in groups with leaders, or as individuals who are allocated a staff member as their leader. Under 16s study at St Peter's Road, and 16 and 17 year-olds join adult classes which run at Holdenhurst Road. During the rest of the school year, students aged 16 and 17 are accepted on adult courses. In addition, throughout the year, closed groups of students aged 11 to 17 are accepted. At the time of the spot check inspection, there were 172 students at the school, 161 of whom were under 18.

S1 There is a comprehensive safeguarding policy; the three safeguarding leads/deputy leads are named and action to be taken in case of a concern is clearly described. Safeguarding responsibilities for all staff and group leaders are well documented.

S2 Appropriate safeguarding training is undertaken by all new staff before deployment. Members of permanent staff are trained to advanced or specialised level. Group leaders are well briefed and have a very good understanding of safeguarding and their responsibilities.

S5 There are suitable arrangements for the safety and security of young students. When classes for juniors are run in the same building as adults, separate areas and toilets are designated. The timetables are staggered to avoid mixing during break times. Staff, students and group leaders have very clear guidelines around supervision and free time on excursions.

Action taken on points to be addressed

Points from the previous full inspection 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

M17 (2023: M18) Emergency contact details for adult students do not include the relationship of the contact to the student, nor whether the contact speaks English.

Addressed. This information is now collected through the enrolment form and stored on the student database.

M22 (2023: M23) The language used in some of the brochure materials is not accessible at a B1 language level.

Addressed after the previous inspection, documentation submitted.

M27 (2023: M28) Some of the brochure materials state that all teachers are native speakers, when this is not the case.

Addressed after the previous inspection, documentation submitted.

Safeguarding under 18s

S4 The files of some members of staff did not contain evidence that two referees had confirmed the suitability of the candidate to work with children.

Addressed. Staff records show that suitability checks are complete for all adults in contact with under 18s. This was confirmed by the staff files sampled during the inspection.

Conclusions

The provider has built on the effective systems that it has in place for safeguarding and accommodation to ensure that the students have access to a safe nurturing and comfortable environment during their stay.
