Spot check report

Organisation name	TopUp Learning Juniors, London
Inspection date	28 July 2026
Current accreditation status	Accredited
Reason for spot check	Routine: newly accredited institution

Recommendation

We recommend continued accreditation. Evidence must be submitted within three months to demonstrate that weaknesses in S3 have been addressed.
The next inspection falls due in 2029; there are no grounds for bringing this forward.

Changes to the summary statement

The need for improvement in Publicity can now be removed.

New summary statement

The British Council inspected and accredited TopUp Learning Juniors in July 2025 and July 2026. 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 under 18s.

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

Summary inspection findings

Management
The provision meets the section standard. The management of the provision operates to the benefit of the students and in accordance with the provider's very clearly stated goals and values. Monitoring and review processes are effective, and communication is good. Student administration is carried out efficiently and effectively. Publicity is mostly accurate and gives rise to realistic expectations.

Premises and resources
The provision meets the section standard. The premises provide students and staff with a safe, comfortable, pleasant and professional environment for work and relaxation. Overall, the learning resources available are well managed and guidance on the use of them is provided for students and staff where needed.

Teaching and learning
The provision meets the section standard. The academic staff team has a professional profile appropriate to the context. Course design and learner management are effective. Overall, the courses are managed to provide benefit to the students. The teaching observed met the requirements of the Scheme.

Welfare and student services
The provision meets the section standard. Students benefit from suitable pastoral support as well as varied and well-managed accommodation. The leisure programme is well organised to ensure the safety of students at all times.

Safeguarding under 18s
The provision meets the section standard. Comprehensive policies are in place, and procedures are mostly appropriate to ensure that students under the age of 18 are cared for. However, in some cases, consent forms do not accurately reflect the level of care for under 18s. Levels of training for staff are very good.

Declaration of legal and regulatory compliance
The items sampled were satisfactory.

Organisation profile

Inspection history	Dates/details
First inspection	July 2025
Last full inspection	July 2025
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: July
Total ELT/ESOL student numbers (FT + PT)	230	340
Minimum age (including closed group or vacation)	7	7
Typical age range	7 to 17	7 to 17
Typical length of stay	2 weeks	2 weeks
Predominant nationalities	Saudi Arabian, Spanish, Italian	Saudi Arabian, Spanish, Italian
Total number of teachers on eligible ELT courses	16	19
Total number of managers including academic	3	4
Total number of administrative/ancillary staff	9	12

Premises profile	
Address of main site	148 Camden High Street, London NW1 0NE (head office)
Additional sites in use	The Royal Alexandra and Albert School, Reigate RH2 0TD, UK Saint Pancras Community Association. 67 Plender St, London NW1 0LB, UK
Additional sites not in use	N/a
Sites inspected	The Royal Alexandra and Albert School

Introduction

Background

TopUp Learning Juniors (TULJ) provides two junior summer vacation courses for students aged 7 to 16 in Camden, London, and aged 7 to 17 in Reigate, Surrey. The programme operates as an expansion of TopUp Learning London (TUL). Following the initial full inspection of TULJ in summer 2025, this routine spot check was conducted to review progress on the points to be addressed, evaluate publicity materials, and assess specific aspects of management and teaching.

Preparation

The spot check was conducted by an inspector who participated in the 2025 inspection. Prior to the visit, the inspector liaised with the centre to confirm suitable dates and ensure the availability of key personnel. The Accreditation Unit provided relevant documentation, and the inspector conducted a review of the TULJ website.

Programme and persons present

The inspector arrived at 11.00 and departed at 15.00. Meetings were held with the chief executive officer/principal, the director of studies (DoS), and the chief operations officer/director of marketing. As students and teachers were off-site on an excursion, focus group meetings could not take place. Upon arrival, the inspector requested a range of documentation, including staff and student feedback, all of which was provided for review.

Findings

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

Management

Publicity	Met
M21 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.	Met

M22 All publicity and information about the provider and the services it offers is in clear, accurate and accessible English.	Met
M23 Publicity gives clear, accurate and easy-to-find information on the courses.	Met
M24 Publicity includes clear, accurate and easy-to-find information on costs.	Met
M25 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
M26 Publicity gives an accurate description of any accommodation offered.	Met
M27 Descriptions of staff qualifications are accurate.	Met
M28 Claims to accreditation are in line with Scheme requirements.	Met

Comments

M25 Publicity lacks information regarding the specific level of care and support available to students at the Reigate residential site.

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

M3 Both centres are highly dependent on the TUL main school leadership executive team. The structure of the operation on each site is not appropriately documented and not sufficient to effectively support staff across two schools. Cover arrangements are inadequate.

Addressed. While no significant changes have been made to the management team in terms of personnel, the senior leadership team has developed documented support and cover plans. These plans ensure that the structure is sufficiently documented, and that there are appropriate cover arrangements in place.

M21 The website and London junior prospectus include photographs of sports facilities that are not part of the course offer. In addition, part of the description of the leisure programme on the website is misleading.

Addressed. All photographs accurately represent the programme on offer. The description of the leisure programme is accurate.

M23 Information regarding the minimum and maximum enrolment age, class size and number of taught hours per week is inaccurate on the website and in the prospectuses.

Addressed. The information is now all accurate.

M25 Publicity does not include information about the level of care and support given to under 18s.

Partially addressed. While there is information about the level of care for London juniors, publicity lacks information regarding the specific level of care and support available to students at the Reigate residential site.

Premises and resources

P5 Signage at both centres is inadequate. There are no signs indicating how to move around the building/campus and locate the rooms and services. Classroom noticeboards are inconsistent in presentation and content.

Addressed. There is sufficient signage indicating how to move around the campus and locate the rooms and services. Classroom noticeboards are consistently presented.

P8 There are insufficient age-appropriate supplementary resources and stationery available to teachers.

Addressed. The provider has collated adequate age-appropriate resources and stationery for teachers to use.

Teaching and learning

T5 Cover arrangements for the Reigate centre are inadequate, as there are no formalised cover arrangements and classes cannot be merged without exceeding maximum class size.

Addressed. There are effective formalised cover arrangements in place.

T8 Day-to-day guidance and support for teachers at both centres is inadequate. There are insufficient systems in place for support, and the senior teachers have excessive daily duties to be able to support teachers effectively.

Addressed. The DoS has been deployed effectively to ensure that there is appropriate support and guidance in place for teachers.

T14 Written course outlines are made available to students, but they are not referred to in class, and students showed no awareness of outlines or learning outcomes.

Addressed. Induction and teacher meetings provide teachers with reminders and ideas for sharing outlines and lesson aims with students.

Safeguarding under 18s

S5 Supervision of students on the Reigate campus is insufficient during lesson times (toilet trips) and breaks.

Addressed. Monitoring and supervision measures have been put in place to ensure that supervision on the Reigate campus is appropriate.

Conclusions

The provider has demonstrated significant progress in resolving the action points identified during the previous inspection. Management systems have been strengthened, and overall, publicity materials now comply with the requirements of the Scheme.

Items requiring early action

Evidence must be submitted within three months to demonstrate that weaknesses in S3 have been addressed.