

Organisation name	TSA English, Colindale, London
Inspection date	23 February 2017

BACKGROUND
Organisation profile

Inspection history	Dates/details
First inspection	August 2014 (as The Stay Academy)
Last full inspection	N/a
Subsequent spot check (if applicable)	February 2016, at the Camden site (following the February 2015 supplementary check); July 2016 at the Willesden site
Subsequent supplementary check (if applicable)	February 2015, at the Camden and Willesden sites
Subsequent interim visit (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

Current accreditation status and reason for spot check

Current accredited status	Accredited
Reason for spot check	Signalled: inspect new or additional premises

Premises profile

Address of main site	TSA Colindale, 16–18 Charcot Road, London NW9 5WU
Details of any additional sites in use at the time of the inspection	TSA Willesden, 5J Nicholl Road, London NW10 9AX
Details of any additional sites not in use at the time of the inspection	TSA Camden, 34 Chalk Farm Road, London NW1 8AJ
Sites inspected	The Colindale site

Student and staff profile

	At inspection	In peak week July
Total ELT/ESOL student numbers (FT + PT)	82	450
Minimum age (including closed group or vacation)	12	10
Typical age range	14–15	10–17
Typical length of stay	1 week	2–3 weeks
Predominant nationalities	Russian, Italian	Italian, Spanish
Total number of teachers on eligible ELT courses	6	30
Total number of administrative/ancillary staff	3	6

INTRODUCTION

Background

The Stay Academy (TSA) grew out of, and is housed in, a student residential development called The Stay Club. The Stay Club is a limited company, the Hallmark Property Group, which is developing a series of custom-built student residences across London. TSA is a separate company but is under the same ownership as The Stay Club. The management of the Stay Clubs – unit managers, reception managers and maintenance teams – run the non-academic side of the two TSA sites but are not employed by TSA and were not interviewed during the previous inspections or at this inspection.

The Stay Academy was inspected for the first time in August 2014. Accreditation was withheld because the section standard for *Care of under 18s* was not met. However, the school was invited to apply for a supplementary inspection, which was arranged for February 2015. The school demonstrated that the weaknesses in *Care of under 18s* and in two sections, publicity and course design, had generally been addressed and accreditation was awarded for four years. The routine spot check of a newly accredited provider that took place in February 2016 stated that, in view of the unsatisfactory findings relating to recent and proposed management changes and to a few aspects of Care of under 18s, an action plan should be submitted within three months and a further spot check should be carried out within six months. The recommendation following the February 2016 spot check was as follows: 'In view of the fact that a new centre is about to open and that that centre will ultimately become the main EFL school, as well as the fact that not all points to be addressed from the last spot check inspection have been fully addressed, a further spot check should be carried out once the new centre is fully operational and within six months at the most'.

In September 2016 the Stay Academy gave notice of a change of name to TSA English, changes to the posts of Principal and Director of Studies and notification of a change of premises to a new campus at Colindale, under the brand name of Chartam English, a premium brand academic institution being developed alongside TSA, for students with professional career goals. The long-term plans for Chartam English include achieving Higher Education (HE) status within five years.

More immediately, plans for courses at the three centres from January 2017 are as follows:

Camden: Adult (16+ courses: general English, examination preparation, closed groups, summer courses and London Cultural English for closed groups, minimum age 10).

Willesden: Junior campus for closed groups of juniors, age 10–17, year round; summer school for juniors. Mini stay courses, minimum age 12.

Colindale: Adult (16+) courses, mini stay courses, minimum age 10. English packages for families, minimum age 10. A range of academic courses under the Chartam English brand, under the umbrella title of TSA.

Three- and four-week C1 PON courses for schools groups at all the above centres.

This was the spot check of the new TSA centre at Colindale. This will be followed by a spot check inspection of Chartam English, for which extension of accreditation was approved in December 2016.

Preparation

The inspector, who was the co-inspector on the 2014 inspection and reporting inspector on the 2015 supplementary inspection, was sent copies of all previous reports, the action plan following the last inspection, correspondence between the school and the Accreditation Unit, brochures for the TSA adult and junior courses and the strategic sales and marketing plan. She contacted the Principal/Head of Operations shortly before the inspection to ascertain when key members of staff would be absent and to inform her of the documents she would need to see at her visit.

Programme and persons present

The inspector arrived at the Colindale centre, without prior notice, at 09.00 and left at 12.30. She inspected the premises and held meetings with the Principal/Head of Operations and the Property Manager/Residence Manager who have overall responsibility for the three centres at Colindale, Willesden and Camden.

FINDINGS

The TSA English residential campus is located next to Colindale underground station in north London. It opened in September 2016 in a purpose-built 20-storey building that is still under construction. Ten floors have been completed and a completion date has been given for the end of May 2017. First aid and fire marshal training for 15 members of staff has been booked for March 2017.

The building is designed to a high standard and provides a clean, modern and stimulating environment for students

to live and study in. The 24-hour open plan reception is on the ground floor and there are lifts to all floors. All visitors sign in at reception. There are 35 classrooms and 600 studio bedrooms for single, twin, triple or quadruple occupancy. A large restaurant, break-out area and terrace on the seventh floor is nearing completion. There is Wi-Fi throughout the building. On completion of the building there are plans for the campus to include a 300-seat restaurant, digital learning library and IT centre, a cinema, on-site supermarket, gymnasium and exercise studios, and two sky lounges and terraces on the top floor

Premises and facilities

Criteria	Not met	Met	Strength	See comments	N/a
R1 Adequate space	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
R2 Condition of premises	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
R3 Classrooms and learning areas	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
R4 Student relaxation areas and food	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
R5 Signage and display	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
R6 Staffroom(s)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Comments

R1 Common areas and staff offices are spacious.

R2 The building is still under construction. The floors that have been completed are in an excellent state of decoration and the stylish décor is very well suited to the age of the students currently enrolled. A great deal of thought has gone into making the premises appropriate to their dual function as residence and school.

R3 There are 19 classrooms on the first floor furnished with tables and chairs. They vary in size, with larger classrooms comfortably accommodating the maximum class size of 15. Four smaller classrooms accommodate up to eight students. All classrooms are equipped with a touch screen interactive whiteboard that connects to mobile devices and computers and can be used with memory sticks. Each classroom has a flipchart, a display board, mirrors and cleverly designed walls that facilitate the display of students' work.

R4 All meals are currently served in the small restaurant on the first floor alongside the break-out area. This large area is spacious and is a pleasant place to relax. There is a water cooler and snack machine. The 24-hour open plan reception on the ground floor has seating areas where students may relax and meet other students.

R5 There is illuminated signage on all floors.

R6 The teachers' room is sufficiently spacious and study carrels are being constructed in order to accommodate maximum numbers at peak.

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. **Comments for this report in bold italics.***

Management

M2 Recent changes in management roles and structure have resulted in some lack of continuity and uncertainty about the future management structure.

Partially addressed. A clear management structure is now in place but one key post remains unfilled (but is currently being advertised) and one new appointment – Chartam principal and head of ELT operations, will not be in post until the end of July.

Addressed.

M22 Publicity does not make the location of courses at the different sites clear.

Partially addressed. More detail is now provided but the lack of clarity in some places reflects the current fluidity of the operation, with the new school waiting to begin taking students.

Addressed.

M25 There is no mention of the approximate cost of any leisure programme not included in the course fees.

Not addressed.

Addressed.

Care of under 18s

C1 Full procedures for safe recruitment are not stated in the safeguarding policy.

Partially addressed. There is no mention of the steps to be taken when employing a new member of staff who is awaiting DBS clearance.

Addressed.

C3 The different levels of care and support given to students under 18 at the two centres are not made clear in publicity.

Partially addressed. Brochures have clear statements about the level of care and support given to students

**but the website statement is very limited.
Addressed.**

Points to be addressed arising from this visit

None.

CONCLUSIONS

The school's environment supports and enhances the studies of the students and the work of the staff. The premises are well presented and maintained. Students are provided with spacious relaxation areas and staff have suitable working areas. Classrooms are large enough to take the maximum class size. Students benefit from on-site residential accommodation which is of a high standard.

RECOMMENDATION

The next inspection falls due in 2018; there are no grounds for bringing this forward. The school should be asked to submit full details of the premises and facilities when the building has been completed.

SUMMARY STATEMENT

Changes to summary statement

The new name of the organisation can be included in the summary statement.

Summary statement

Original summary statement

The British Council inspected and accredited The Stay Academy in February 2015. 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 residential courses in general English for adults (16+) and for closed groups of under 18s.

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

Amended summary statement

The British Council inspected and accredited The Stay Academy (now TSA London) in February 2015. 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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