

Organisation name	Twin Summer Centres (Head office Greenwich)
Inspection date	19 June 2019
Current accreditation status	Accredited
Reason for spot check	Signalled: follow up on Points to be addressed

Recommendation

We recommend continued accreditation. The next inspection falls due in 2022; 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 and removing the reference to homestay, so that it reads as follows: This private language teaching organisation offers residential vacation courses for under 18s.

The need for improvement in accommodation can now be removed.

New summary statement

The British Council inspected and accredited Twin summer centres in July 2018. and July 2019. 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 teaching organisation offers residential vacation courses for under 18s.

Strengths were noted in the areas of strategic and quality management and course design.

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

Changes to summary inspection findings
Welfare and student services

Homestay accommodation is no longer offered, so the reference to weaknesses in this area can be removed.

New summary inspection findings
Welfare and student services

The provision meets the section standard. Students' needs for safety and pastoral care are met, and those with medical conditions are catered for sensitively. Students benefit from an appropriate leisure programme. Accommodation for students in residences is entirely suitable.

Organisation profile

Inspection history	Dates/details
First inspection	2008
Last full inspection	2018
Subsequent spot check(s) (if applicable)	2019
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	Twin English Centres (London, Eastbourne)
Other related non-accredited schools/centres/affiliates	N/a

Student and staff profile	At inspection	In peak week: July
Total ELT/ESOL student numbers (FT + PT)	0	179

Minimum age (including closed group or vacation)	N/a	8
Typical age range	N/a	8–18
Typical length of stay	N/a	2 weeks
Predominant nationalities	N/a	Italian
Total number of teachers on eligible ELT courses	N/a	12
Total number of managers including academic	3	9
Total number of administrative/ancillary staff	3	3

Premises profile

Address of main site	The Greenwich Centre, 12 Lambarde Square, Greenwich, London SE10 9GB
Additional sites in use	N/a
Additional sites not in use	Royal Leamington Spa College, Leamington Spa Francis Close Hall Campus, University of Gloucester, Cheltenham Both sites to be used in July/August 2019
Sites inspected	Head office

Introduction

Background

Twin summer centres is part of the Twin Group and organises summer schools for juniors. A full inspection was conducted in July 2018 which recommended that a spot check be conducted to evaluate the progress being made in addressing weaknesses identified in publicity, accommodation and other areas. This was the focus of this spot check.

Two summer centres are scheduled for summer 2019, in Leamington Spa and Cheltenham. Neither Chichester nor Greenwich (previously used for accommodation only) is being used this year. Centres advertised for 2019 in Westminster and Swansea are not running. Cheltenham is a new centre. At the time of the spot inspection, neither of the two summer centres had opened – the inspection was planned as a pre-summer check.

Preparation

The inspector scrutinised relevant background documentation, including the previous report, the action plan and points to be addressed.

Programme and persons present

One inspector, who had not previously visited the school, arrived unannounced. A meeting was held with the acting head of summer centres and the operations director. (The head of summer centres is on leave until January 2020.) The action plan was examined, and preparations for the summer courses discussed.

Findings

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

Action taken on points to be addressed

Management

M24 The default descriptions of the courses give the amount of tuition in lessons (x 45 minutes). The fees sheet refers confusingly to “30 hours language tuition across both weeks”.

Addressed: Course descriptions give contact hours.

M27 The website does not make it clear that the homestay accommodation is provided through an agency.

Addressed: Homestay accommodation is no longer offered for summer centres. (The Eastbourne school does offer homestay, but this is covered under separate accreditation.)

Welfare and student services

W11 In one homestay visited (where under 18s were accommodated) tenants stayed for short periods in a self-contained annexe, and this situation had not been risk assessed.

Addressed: Homestay accommodation is not being offered in 2019.

W12 Letters confirming homestay accommodation bookings do not set out the length of the journey from the home to the teaching centre, or the modes of transport involved. Information sent about the homestay is limited.

Addressed: Homestay accommodation is not being offered in 2019.

W17 Two homestays accommodated students who speak the same first language.

Addressed: Homestay accommodation is not being offered in 2019.

W18 Three students shared a room in one homestay.

Addressed: Homestay accommodation is not being offered in 2019.

W26 Risk assessments often contain too much general material and do not focus clearly enough on risks specific to particular activities.

Addressed: Risk assessments contain relevant detail.

Management

M23 There are occasional examples of long and complex sentences in the publicity.

Partially addressed: In general, text is clear and simple, but there are still examples of long and complex sentences, for example, 'Accommodation is located only a minutes' walk from the university's specialist Art and Design centre, from where our creative activities are taught, and six minutes from the Francis Close Hall campus'.

Premises and resources

P5 At both sites general information display was scrappy and information notices were often handwritten.

P5 Addressed: Good, clear general information posters have been designed, ready for printing.

Welfare and student services

W1 Students do not practice using evacuation routes from teaching rooms.

Addressed: Students now practice using evacuation routes on their first teaching day.

Safeguarding under 18s

S1 The roles and responsibilities of designated safeguarding staff at the Leamington Spa and Chichester centres need further clarification.

Addressed: The roles and responsibilities of the designated safeguarding leads are made clear in their job descriptions.

Conclusions

Significant progress has been made on the points to be addressed. Appropriate measures for dealing with accommodation issues have been identified, but the decision not to offer homestay accommodation in 2019 means they are no longer necessary. Although the teaching could not be assessed during this inspection, creative training sessions had been devised and delivered through social media platforms. Plans are in place to deal with the outstanding points to be addressed but their implementation could not be assessed during this inspection.
