

Organisation name	UKG Language, Ringwood (formerly UK Guardians)
Inspection date	23 April 2025
Current accreditation status	Accredited
Reason for spot check	Signalled: inspect new or additional premises

Recommendation

We recommend continued accreditation. The next inspection falls due in 2026; there are no grounds for bringing this forward.

Changes to the summary statement

The name of the provider has changed and an area of strength can be added for premises and facilities.

New summary statement

The British Council inspected and accredited UKG Language (formerly UK Guardians) in October 2020, July 2022 and April 2025. 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 courses in general English for closed groups of adults (18+) and under 18s, and vacation courses for adults (18+) and under 18s.

Strengths were noted in the areas of premises and facilities, teaching, and leisure opportunities.

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 students and staff, and in accordance with the provider's stated goals, values, and publicity. Strategic and quality management is good with a clear and robust structure. There are effective channels of communication in place.

Premises and resources

The provision meets the section standard and exceeds it in some respects. The premises provide students and staff with a safe, very comfortable and professional environment for work and relaxation. A range of learning resources is available, appropriate to the age and needs of the students. Guidance on the use of these resources is provided for staff and students where needed. *Premises and facilities* is an area of strength.

Teaching and learning

The provision meets the section standard and exceeds it in some respects. The academic staff team has a professional profile (qualifications, experience and continuing professional development) appropriate to the context. Teachers receive sufficient guidance to ensure that they support students effectively in their learning. Courses are structured and managed to provide the maximum possible benefit to students. The teaching observed met the requirements of the Scheme. *Teaching* is an area of strength.

Welfare and student services

The provision meets the section standard and exceeds it in some respects. The students' needs for security, pastoral care, information and leisure activities are fully met. Accommodation systems are well managed. *Leisure opportunities* is an area of strength.

Safeguarding under 18s

The provision meets the section standard. There is good safeguarding provision for students. The training of staff and homestay hosts is well managed. Safer recruitment procedures are followed and supervision arrangements during and outside scheduled activities are well managed. There are suitable arrangements to ensure contact between the provider and parents.

Declaration of legal and regulatory compliance

The items sampled were satisfactory.

Organisation profile

Inspection history	Dates/details
First inspection	October 2020
Last full inspection	July 2022
Subsequent checks/visits (if applicable)	N/a
Other related non-accredited activities (in brief) at this centre	UK Guardians, UKG AP, Educamps
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 2025
Total ELT/ESOL student numbers (FT + PT)	0	50
Minimum age (including closed group or vacation)	8	8
Typical age range	12–15	12–15
Typical length of stay	2 weeks	2 weeks
Predominant nationalities	Chinese	Spanish, Chinese
Total number of teachers on eligible ELT courses	0	5
Total number of managers including academic	4	4
Total number of administrative/ancillary staff	0	0

Premises profile	
Address of main site	6–8 High Street, Ringwood, Hampshire BH24 1BZ
Additional sites in use	N/a
Additional sites not in use	Foxlease Clay Hill, Lyndhurst, Hampshire S043 7DE (for proposed summer programme with Educamps)
Sites inspected	Main premises

Introduction

Background

Founded in 2015, UKG Ltd is an educational support company comprising three distinct divisions: UK Guardians offering student guardianships for international students coming to study in the UK, boarding and day school placements, and school study abroad placements; UKG Language offering short English language and education programmes to closed and open enrolment groups and individual students throughout the year; and UKAP offering alternative provision programmes on the premises to local children who are currently outside mainstream education.

All three divisions operate from the newly acquired head office and teaching premises in Ringwood, Hampshire. A separate company, Educamps, which provides day camps with activities for locally enrolled children during the school holidays, also operates from these premises although activities are run off site. There are plans to offer a combined UKG Language and Educamps adventure programme for international students in the summer of 2025.

Both UKG Ltd and Educamps are owned and managed by the company director. Since the last inspection in 2022 there have been several changes in staffing at UKG Language. The freelance TEFLQ director of studies is responsible for developing all aspects of academic management and guides the head of teaching and learning. The finance officer and the admin and compliance support officer report directly to the company director. Welfare and safeguarding are currently the responsibility of the company director and accommodation is managed by the student support and operations coordinator. The organisation has a pool of approximately 60 homestay hosts who offer full-board accommodation.

The spot check was prompted by the move to new premises in 2024 and this is the main focus of this report. The building was formerly a bank and has been completely redesigned and refurbished by the owner/company director to reflect the needs of the staff and students of the organisation.

Preparation

The spot check was carried out by one inspector. 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 and they looked at the school's website.

Programme and persons present

The inspector arrived at the school at 11.00 and left at 14.00. Meetings were held with the company director and the head of teaching and learning. A tour of the premises and the immediate local area was also carried out. No students were enrolled on ELT courses at the time of the inspection. Upon arrival, the inspector requested a range of documents, which were provided.

Findings

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

Premises and facilities

The new premises provide a very comfortable and professional environment for both staff and students. Care has been taken to ensure that the design of teaching, relaxation and office spaces are entirely appropriate to the needs of the users. The safety and security of staff and students is also well managed. Further work is being carried out to create an additional social/study space and a roof terrace that will further enhance the facilities for staff and students.

Premises and resources

Premises and facilities	Area of strength
P1 Providers ensure the safety and security of students on their premises by measures appropriate to their age and background, and the location.	Met
P2 Premises, including any external areas, are in a good state of repair, cleanliness and decoration, and provide a comfortable environment for students and staff.	Strength
P3 Classrooms and other learning areas provide a suitable study environment.	Strength
P4 Students have adequate room and suitable facilities for relaxation and the consumption of food.	Strength
P5 There is adequate signage to buildings, routes, rooms and exits, and there are facilities for the display or sharing of general information.	Met
P6 There is sufficient space for all staff, for work, meetings, relaxation and the storage of personal possessions.	Strength
Comments	
P2 The premises, including toilets, are very well maintained and all areas are spotlessly clean. Careful thought has been given to the design of the premises and there are ample spaces for students to congregate and relax between lessons. Staff offices are well designed and comfortable. Provision has been made for staff or students with disabilities.	
P3 Classrooms are spacious and quiet, with good natural light. Flexible furniture allows for ease of movement as is appropriate to the age range of most of the students enrolled.	
P4 A generous open space on the ground floor has been carefully zoned with a combination of comfortable seating for relaxation or the consumption of food and drink, and a games area including table football.	
P6 In addition to an office on the ground floor, the second floor of the building is a dedicated office/relaxation area for staff, comprising a fully equipped kitchen with a wall desk and a number of high stools facing a window for work or the consumption of food, and two further desk areas. There are also staff storage spaces and printing facilities in this area.	
Learning resources	Met
P7 There are sufficient learning resources for classroom use for the number of students enrolled, appropriate to their age and the level, length and type of courses offered.	Met
P8 There are appropriate resources for teachers, which are adequate in number, accessible, and well maintained and organised.	Met
P9 Any educational technology inside the classroom and elsewhere is well maintained with adequate technical support. Staff receive appropriate training in using the available technology to support learning.	Met
P10 Students have access to resources for independent learning, relevant to their learning aims and expectations.	N/a
P11 There is a policy for the continuing review and development of teaching and learning resources, and evidence of its implementation.	Met
Comments	
All relevant criteria in this subsection are fully met.	

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.

M5 No general feedback questions are asked about learning facilities and resources and activities.

Addressed. Mid and end-of-course feedback forms include questions about facilities at the school and leisure activities.

S4 There was only one reference on file for some homestay hosts.

Addressed. All files sampled included two references. A follow up call is made and recorded in some instances.

Conclusions

The new premises are of a high standard and entirely suitable for the needs of staff and students for study and relaxation.

Items requiring early action

None.

Points to be addressed

[This section will be sent to the provider for action planning but removed before publication of the report]

Points to be addressed not checked during this visit (2018-2023 criteria)

Management.

M26 There is insufficient information given about all the times when students are unsupervised, such as travel to and from homestays to school and the amount of free time students have on excursions.

Teaching and learning

T10 The teacher had not been formally observed at the time of the inspection.

T13 There are no written weekly plans about the academic programme available to students.

T17 Most of the students had not completed the online placement test prior to their arrival, so the wide level range in the class was identified later than was ideal.

Outstanding points to be addressed

None.

New points to be addressed arising from this visit

None.

Action plan

It is a requirement of M7 that an Action plan showing progress on all points to be addressed is submitted within six months of the date of the committee meeting at which the report was considered. Therefore, your action plan must be sent to the Accreditation Unit by 7 November 2025. However, action on any points to be addressed with a specific earlier deadline must still be submitted by the deadline given in the results letter.

Once submitted the Action plan should be kept up to date (but not submitted unless requested) ready for future inspections.