

Organisation name	VICI Windsor
Inspection date	30 September 2025
Current accreditation status	Accredited by extension
Reason for spot check	Signalled: extend accreditation (initially granted for one year only)

Recommendation

We recommend continuation of the extension of accreditation pending a full inspection of the provision within 12 months. However, evidence must be submitted within three months to demonstrate that weaknesses in safeguarding have been addressed. The evidence was subsequently submitted.

Changes to the summary statement

No changes need to be made to the summary statement, apart from adding the date of this inspection.

New summary statement

The British Council inspected and accredited VICI Windsor in September 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 school offers courses in general English for adults (18+) and young people (16+).

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

Updated summary inspection findings

None.

Organisation profile

Inspection history	Dates/details
First inspection	September 2025
Last full inspection	N/a
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	Windsor Newbury
Other related non-accredited schools/centres/affiliates	N/a

Student and staff profile	At inspection	Estimate at peak:
Total ELT/ESOL student numbers (FT + PT)	3	N/a
Minimum age (including closed group or vacation)	18	N/a
Typical age range	18–25	N/a
Typical length of stay	2–12 months	N/a
Predominant nationalities	N/a	N/a
Total number of teachers on eligible ELT courses	2	N/a
Total number of managers including academic	2	N/a
Total number of administrative/ancillary staff	1	N/a

Premises profile

Address of main site	59-60 Thames St, Windsor SL4 1TX
Additional sites in use	N/a

Additional sites not in use	N/a
Sites inspected	59-60 Thames St, Windsor SL4 1TX

Introduction

Background

VICI Newbury was inspected in March 2025 and awarded accreditation. Subsequently, the owner decided to open a second VICI school in Windsor and applied for accreditation by extension. Initial accreditation was agreed pending a spot check when the new school was operational. The Windsor school opened on September 8th. At the time of the visit, there was one class running with three students.

Preparation

The inspector contacted the school in August 2025 and arranged an initial online meeting to discuss the upcoming spot check. A people to be seen form and organogram for the new centre were requested.

Programme and persons present

The inspector arrived at 10:00 and left at 14:30. Meetings were held with the principal and the director of studies (DoS), and the one teacher. A focus group meeting was held with students. Documents viewed included a premises risk assessment, safeguarding policy, student feedback, and staff files.

Findings

Management

The owner and principal of VICI Newbury (VN) is responsible for the overall management of both schools. The DoS also works at both schools, and the two personnel alternate between the two centres, ensuring that one of them is usually on site. There is also an assistant director of studies (ADoS). The ADoS currently teaches at the Windsor centre only, and the DoS does some teaching at the Newbury centre.

Given the size of the operation and the profile of the current teaching team, the management of the organisation works to the benefit of both students and teachers. Communication between all stakeholders is good, utilising both face-to-face and digital channels, and both students and staff feel well supported. However, the organogram did not indicate the appropriate line of responsibility between the DoS and the teachers. This was addressed shortly after the inspection and is no longer a point to be addressed.

Premises and resources

VICI Windsor (VW) currently occupies one classroom in a shared office building a few minutes' walk from Windsor and Eton Riverside train station. In the same building, the principal and DoS have a desk in a shared workspace. There are other rooms available to use as classrooms when numbers increase. There is a shared entrance to the building with a staffed reception desk on the ground floor. On the same floor is a communal break-out space, toilets and a kitchenette. VW's classroom is on the first floor, where there are also toilets and another kitchenette and a smaller breakout area. There is another room on the same floor which they intend to also use as a classroom. The first floor can be reached by lift or stairs.

Teaching and learning

The two teachers employed at VW are suitably qualified and both have previous experience of working with the principal and DoS with another accredited provider. The current class are attending a General English course of 15 hours per week, which is course-book based.

Welfare and student services

The small number of students felt very well supported by the VW team. A member of the teaching team is first aid trained, as are the building's reception staff. Students receive a handbook during induction, which provides clear information on VW's policies and procedures as well as who to contact should they require assistance or information. At present, no leisure programme or accommodation is offered. The students were all living with family members in the local area.

Safeguarding under 18s

VW accepts 16- and 17-year-olds on their adult courses. No students under 18 were studying at the time of the inspection, but two 17-year olds were enrolled for the following week. VW have completed their own risk assessment of the premises, but the risk posed to students under 18 by sharing toilets with others in the building has not been identified or mitigated.

Declaration of legal and regulatory compliance

Items sampled were satisfactory.

Premises and resources

Premises and facilities	Met
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.	Met
P4 Students have adequate room and suitable facilities for relaxation and the consumption of food.	Met
P5 There is adequate signage to buildings, routes, rooms and exits, and there are facilities for the display or sharing of general information.	Not met
P6 There is sufficient space for all staff, for work, meetings, relaxation and the storage of personal possessions.	Met

Comments

P2 The premises are in an excellent state of repair and cleanliness.

P5 VW are not permitted signage outside the building, but the company name is listed with other tenants at the reception desk. However, there is no wayfinding signage to indicate where the classroom is, and the door of the classroom is also devoid of signage.

Safeguarding under 18s

Safeguarding under 18s	Met
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.	Met
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.	Met
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.	Not met
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

At the time of the inspection, there were no students under 18 at the school.

S5 VW shares toilets with other companies and individuals using the building. The risk this poses to under 18s has not been identified or addressed in any way.

Action taken on points to be addressed

N/a

Conclusions

The new school provides a comfortable and professional environment for both students and staff. The current deployment of management between VW and VN is satisfactory, given the size of the operation and the experience levels of the teaching team. The principal is aware that this will need to be revisited when student numbers grow and if the profile of the teaching team requires it.

The building benefits from a secure reception, but there is a risk to under 18s due to VW sharing toilets with others in the building.

This point aside, the VW school offers a welcoming and suitably resourced environment to students.
