

Organisation name	Windsor School of English
Inspection date	23 July 2025
Current accreditation status	Accredited
Reason for spot check	Signalled: monitor effect of change

Recommendation

We recommend continued accreditation. The next inspection falls due in 2027; 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.

New summary statement

The British Council inspected and accredited Windsor School of English in April 2023, February 2024 and July 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+).

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 stated goals and values and publicity. Student administration is handled appropriately overall.

Premises and resources

The provision meets the section standard. The premises provide students and staff with a comfortable and professional environment for work and relaxation. A range of learning resources is available, appropriate to the age and needs of the students. Staff use the classroom technology confidently to support learning. There is a system for the review of resources in place.

Teaching and learning

The provision meets the section standard. The academic staff team has a professional profile appropriate to the context. Teachers receive sufficient support to meet the needs of the current teaching staff; and there is a coherent and appropriate course structure described in writing for teachers' guidance. Learning outcomes are shared with students. Learning strategies and attempts to develop students' language skills outside the classroom are included in some classes and the student handbook but they do not feature in course design documents. The teaching observed met the requirements of the Scheme.

Welfare and student services

The provision meets the section standard. The Windsor English team collaborates effectively to meet the needs of students for security, pastoral care, and information. Policies and practices promote tolerance and respect.

Organisation profile

Inspection history	Dates/details
First inspection	2023
Last full inspection	2023
Subsequent checks/visits (if applicable)	February 2024
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: <i>September</i>
Total ELT/ESOL student numbers (FT + PT)	10 (all FT)	25
Minimum age (including closed group or vacation)	18	18
Typical age range	18–40	18–40
Typical length of stay	1–11 months	111 months
Predominant nationalities	Brazilian, South Korean, Spanish, Saudi Arabian	Chinese, Russian
Total number of teachers on eligible ELT courses	2	3
Total number of managers including academic	2	2
Total number of administrative/ancillary staff	2	2

Academic manager qualifications profile

Profile at inspection	
Professional qualifications	Number of academic managers
TEFLQ qualification and at least three years' full-time relevant teaching experience	1
Academic managers without TEFLQ qualification or three years' relevant experience	0
Total	1
Comments	
None.	

Teacher qualifications profile

Profile in week of inspection	
Professional qualifications	Number of teachers
TEFLQ qualification/profile	1
TEFLI qualification	1
ATEFL portfolio in progress*	0
Non-ELT-related qualified teacher status only (for short courses for under 18s)*	0
Holding specialist qualifications only (for ESP/CLIL)*	0
Alternative professional profile*	0
Total	2
Comments	
None.	

Premises profile	
Address of main site	21 Osborne Rd, Windsor. SL4 3EG
Additional sites in use	N/a
Additional sites not in use	N/a
Sites inspected	As above

Introduction

Background

Windsor English was established in 1984. The school is owned by the school director and operates from leased premises on the ground floor of a three-storey building in Windsor. Students are mostly recruited from the local community, including parents with children studying nearby. Courses of general English run throughout the year for adult students. No accommodation or leisure programme is offered by the school.

In April 2025, a recently appointed manager and director of studies departed the school and management of the provision reverted to the owner who reappointed the previous director of studies. This new spot check was mandated to assess the impact of management and academic management changes.

Preparation

The spot check was carried out by one inspector over a half day. 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 a small number of documents were requested in advance from the provider.

Programme and persons present

The inspector arrived at the school at 10.15. Meetings were held with the head of school (HOS) who is also the owner, the administrator, the director of studies (DOS) and two teachers. A focus group meeting was held with students. The inspector requested a range of documents, which were provided. The inspector left the school at 14.15.

Findings

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

Management

The details regarding recent management changes are outlined in the background section above. Below is an account of events from the owner.

The inspector evaluated the school against strategic and quality management and student administration areas (see below).

Teaching and learning

The change of DoS, reverting to the previous post holder, has been managed effectively and has not had a detrimental effect on teachers or students. However, the reinstated DoS's working hours and remote location has resulted in insufficient day-to-day guidance and support for teachers.

Management

Strategic and quality management	Met
M1 There is a clear statement describing the goals and values of the organisation, which is made known to all staff.	Met
M2 The management has clear objectives for the future of the organisation and has realistic plans to achieve them.	Met
M3 There is a documented and clearly understood structure for the ELT operation. There are sufficient staff to manage and deliver the provision, and to ensure continuity at all times.	Met
M4 There are effective channels of communication between all involved in the ELT operation, and between the ELT operation and any wider organisation of which it is a part.	Met
M5 The provider regularly obtains and records feedback from students on all the services offered. Feedback is circulated to relevant staff and appropriate action is taken and recorded.	Strength
M6 The provider regularly seeks and records feedback from all staff on the services offered. Appropriate action is taken and recorded.	Met
M7 The provider reviews systems, processes and practices with a view to continuing improvement. Appropriate action is taken and recorded in an annual self-evaluation.	Met

Comments

M5 The provider collects week one and end of course feedback from students. There are comprehensive records of feedback collected, and clear evidence of action taken in response to it.

Staff management and development	Met
M8 The provider implements appropriate human resources policies, which are made known to staff.	Met
M9 The provider specifies the duties of all staff working with ELT students, and ensures that these are up to date.	Met
M10 There are effective procedures for the recruitment and selection of all staff.	Met
M11 There are effective induction procedures for all staff.	Met
M12 There are effective procedures for monitoring and appraising all staff, for highlighting good performance, and for handling unsatisfactory performance or conduct. These procedures are made known to all staff.	Met
M13 There are effective procedures to ensure the continuing professional development (CPD) of all staff to meet the needs of the individual, the students and the organisation.	Met

Comments	
None.	
Student administration	Met
M14 Staff are helpful and courteous to students and their representatives, and provide good levels of customer service.	Area of strength
M15 Students or their representatives receive sufficient information and advice on their course choices before arrival and during their stay.	Met
M16 There are clear systems in place to enrol students effectively and maintain accurate information about student payment and course details. This information is readily accessible to relevant staff.	Met
M17 There are effective systems to maintain up-to-date and accessible records of local contact details for students, and their designated emergency contacts.	Met
M18 There is a clear and effective policy on student attendance and punctuality that is known to all staff and students and is applied consistently.	Met
M19 All staff and students are made aware of conditions and procedures under which a student may be asked to leave the course.	Met
M20 All students and, where appropriate, group leaders and parents/legal guardians, receive information in writing about who to see about problems and how to make a complaint.	Met
Comments	
M14 Student feedback was extremely positive about the level of customer service at the school.	
Action taken on points to be addressed	
<p>Management M9 There is no mention in the DoS job description of day-to-day guidance and support for teachers. Addressed. The job description now includes specific duties regarding the DOS's teacher support roles. M18 There are plans for teachers to proactively ask students, in the first lesson of the month, if there are any changes to their contact details. Addressed. Teachers ask students every month if their details have changed. Any changes are marked on the register.</p> <p>Teaching and learning T16 Strategies to help students benefit linguistically from their stay in the UK are scheduled to be added to course documentation. Addressed. Suggested strategies have been added to the student handbook.</p>	
Conclusions	
The inspector was satisfied that the transition back to the previous management team had been handled smoothly with no adverse effect on students or staff. Management systems are running effectively.	
Items requiring early action	
Evidence must be submitted within three months to demonstrate that weaknesses in P1 have been addressed.	