

Organisation name	Anglo UK Limited, head office Bournemouth
Inspection date	13 July 2023
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 2024; there are no grounds for bringing this forward. However, evidence must be submitted within three months to demonstrate that weaknesses in W1 and S3 have been addressed.

Changes to the summary statement

The need for improvement in academic management and accommodation can now be removed.

New summary statement

The British Council inspected and accredited Anglo Ltd in July 2019 and July 2023. 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 large private language teaching organisation offers courses in general English for under 18s and vacation courses for under 18s.

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

Updated summary inspection findings

Teaching and learning

The provision meets the section standard. The academic staff team has a professional profile appropriate to the context. Courses are structured and managed to provide benefit to students. There are excellent structured opportunities for language learning outside the classroom. The teaching observed met the requirements of the Scheme.

Welfare and student services

The provision meets the section standard. There is appropriate provision for the care of students at the centres. Residential accommodation is of a good standard and is efficiently organised. A lively, varied programme of leisure activities and excursions is provided, with sound arrangements in place to ensure the safety of students.

Organisation profile

Inspection history	Dates/details
First inspection	2019
Last full inspection	2019
Subsequent spot check(s) (if applicable)	N/a
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	N/a
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)	162	188
Minimum age (including closed group or vacation)	11	10

Typical age range	11–18	10–18
Typical length of stay	2 weeks	2 weeks
Predominant nationalities	Italian	Italian, Greek, Romanian
Total number of teachers on eligible ELT courses	7	7
Total number of managers including academic	4	4
Total number of administrative/ancillary staff	12	14

Premises profile

Address of main site	Head Office: 2 Trinity, 161 Old Christchurch Road, Bournemouth BH1 1JU
Additional sites in use	University of Surrey - Stag Hill, University Campus, Guildford GU2 7XH Brunel University London - Kingston Lane, London, Uxbridge UB8 3PH University of Exeter - Stocker Road, Exeter EX4 4PY University of Stirling - Stirling FK9 4LA
Additional sites not in use	N/a
Sites inspected	University of Surrey

Introduction

Background

This was a spot check to inspect progress on weaknesses in academic management, accommodation and in criteria W1, S3 and S5 from Anglo UK's 2019 inspection. The spot check was due in 2020 but was delayed until 2023 due to the impact of the pandemic.

Preparation

The spot check was carried out by one inspector, who had not been involved in previous inspection in 2019. The inspector contacted the centre 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. The inspector looked at the Anglo UK website.

Programme and persons present

The inspector arrived at 9.45 and left at 14.00 He had meetings with the programme manager, activity manager and a teaching manager. He also had a phone conversation with the director for the Anglo UK group. Separate focus group meetings were held with a group of teachers, activity leaders and students. The programme manager conducted a tour of the teaching and accommodation premises. Upon arrival, the inspector requested a range of documents, all of which were provided.

Findings

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

Management

Since the last inspection in 2019, a new managing director, who was previously a programme manager, has been appointed. The previous managing director now takes the role of designated safeguarding lead for the group of schools. In addition, a new group-wide head of teaching has been appointed.

Significant changes have been made to human resources policies and practices.

Premises and facilities

Courses did not run during summer 2020 and 2021. Since 2019, the provider has opened a new centre in Stirling, Scotland, while it has closed centres in Edinburgh and Portsmouth.

Teaching and learning

New handbooks and systems have been put in place to support teaching and learning. The provider now insists that all students arrive on one fixed day and depart two weeks later, ensuring that courses have no continuous enrolment.

Welfare and student services

With the closure of the Portsmouth and two Edinburgh campuses, accommodation at Anglo UK schools now almost exclusively comprise residential accommodation. The only exception to this is Exeter where there is a maximum of five homestays in use.

Declaration of legal and regulatory compliance

The items sampled were satisfactory.

Teaching and learning

Academic management	Met
T5 Teachers are matched appropriately to courses.	Met
T6 There are effective procedures for the appropriate timetabling of students, teachers, courses and classrooms.	Met
T7 There are formalised arrangements, satisfactory to students and staff, for covering for absent teachers.	Met
T8 Where enrolment is continuous, explicit attention is paid to all aspects of academic management affected.	N/a
T9 There are effective arrangements, led by an academic manager, to ensure appropriate day-to-day guidance and support for all teachers.	Met
T10 There are effective arrangements for the observation and monitoring of teachers' performance by a TEFLQ academic manager.	Met

Comments

Points from the previous full inspection with comments (in bold) to indicate how far these have been addressed. All other criteria remain 'met'.

T6 At both Edinburgh centres the teaching manager had been unable to timetable students and teachers effectively owing to a shortage of teachers and the consequent need to re-group students almost every day during the first week of the course because of new groups arriving.

Addressed. The provider now has a single arrival and departure day for all courses, ensuring that students can be placed effectively at the start of the course with very little need for changes.

T7 Staff on the ground were so stretched that it would have been impossible to deal with short-term teacher absence without amalgamating groups and exceeding the advertised maximum group size.

Addressed. There are sufficient teachers for each class, and two members of the management team are available for cover if needed.

T8 It had proved impossible to deal with continuous enrolment of the extreme kind experienced in the first week of the courses in a systematic and effective way.

Addressed. All students arrive on the same day and stay for a fixed amount with the same departure date, meaning that there is now no continuous enrolment at the centres.

T9 There was very little opportunity for teachers to receive systematic day-to-day guidance and support.

Addressed. The DoS explained very clearly the steps in place to support teachers on a day-to-day basis, and this was confirmed by the teachers. Good systematic guidance and support is now in place.

Welfare and student services

Accommodation (W9–W22 as applicable)	Met
<i>All accommodation</i>	
W9 Students have a comfortable living environment throughout their stay.	Met
W10 Arrangements for cleaning and laundry are satisfactory.	Met
W11 A responsible representative inspects all accommodation (for safety and suitability) before students are placed, and at least every two years after that.	Met
W12 Students receive written confirmation of accommodation booked, giving clear and accurate information.	Met
W13 There are effective procedures for identifying and resolving any problems students have with their accommodation.	Not met
W14 Accommodation providers receive written confirmation of the rules, terms and conditions applied by the provider with respect to the provision of accommodation services.	Met
W15 Students receive meals as agreed; these offer a well-balanced diet, taking into account any reasonable dietary requirements students may have.	Met

Comments

Report expires 31 March 2025

Points from the previous full inspection with comments (in bold) to indicate how far these have been addressed. All other criteria remain 'met'.

W9 At the Edinburgh College centre it was reported to the inspectors that three male students aged 17 spent two nights on the floor of a room in their homestay, as the room(s) they had been allocated were occupied by two adults.

Addressed. The Edinburgh College centre is no longer in use and the number of homestays used by the provider much reduced. Records of the few homestays that are used demonstrate that students were placed appropriately.

W11 At the Portsmouth centre the procedures for inspecting residential accommodation centre did not include risks associated with the use by students of the outside courtyard and the common room, which are open to the public. Students are not supervised when they use these facilities, and there is no risk assessment in place.

Addressed. The Portsmouth centre is no longer in use.

W13 There are ineffective procedures in place for identifying and resolving problems such as the one which arose in one homestay at the Edinburgh College centre. The local co-ordinator was in breach of two articles of the homestay agreement with the school's partner agent, resulting in three students being placed at risk.

Not checked during this visit. It was not possible to check procedures for resolving problems with homestay accommodation.

<i>Accommodation: homestay only</i>	
W16 Homestay hosts accommodate no more than four students at one time.	Met
W17 Homestay hosts do not accommodate more than one student with the same language, unless the students, their agents, parents or legal guardians specifically request this in writing.	Met
W18 No more than two students share the same bedroom, unless the students, their agents, parents or legal guardians specifically request this in writing.	Met
W19 English is the language of communication within the homestay home.	Met
W20 Hosts ensure that there is an adult available to receive students on first arrival.	Met

Comments

W16 The three male students referred to in W9 were temporarily accommodated with at least two additional students.

Addressed. Records of the few homestays that are used demonstrate that a maximum of four students occupy homestays.

Action taken on other 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. Only points reviewed during this spot check are included here. Any points outstanding will be checked at the next full inspection.

Management

M3 Cover for all posts both at HO and at the centres is minimal, and there was evidence at all centres visited of insufficient staff being available to meet the expectations of students and group leaders.

Addressed. There is sufficient staff at HO and at the centre. However, cover arrangements at the centre are only just adequate due to the last-minute withdrawal of a member of staff.

M8 There were significant complaints from staff (especially teaching staff) at all centres visited about the perceived unwillingness or inability of the organisation to introduce human resources policies that would take account of their situation.

Addressed. Human resources policies and procedures have been reviewed and systematised to ensure they run smoothly. All staff reported that suitable human resources procedures were in place and that their expectations of working at the centre were realistic.

M24 Only limited information on the courses is provided on the website and/or in the brochure. The advertised maximum class size had been exceeded in some cases.

Not yet addressed. Course information is still limited and maximum class size is not stated in either the brochure or on the website.

Teaching and learning

T13 Course outlines are available to teachers on their website pages, but there was no evidence of these being passed on to the students in writing.

Addressed. Course outlines are developed by teachers and posted for students on classroom walls. Learning objectives from the outlines are shared with students at the start of lessons.

T17 A number of classes were observed where the age range was too wide.

Addressed. Students are placed into classes according to age group (older and younger) to ensure that the age range within each class is appropriate.

Welfare and student services

W1 At the Portsmouth centre there is no staffed reception desk at the entrance to the teaching block. The toilets on each floor have not been appropriately designated for student use and are used by staff, visitors and students.

Not yet addressed. The entrance area to the Guildford school does not have a staffed reception desk and toilets are not designated for student use and are used by staff, visitors and students. While not necessarily inappropriate, neither of these issues has been appropriately risk assessed.

Safeguarding under 18s

S3 The written parental consent form which includes the requirement for consent to 'free time for shopping when on trips', is insufficiently detailed.

Not yet addressed. The description of free time is still insufficiently detailed.

S5 There are unsatisfactory arrangements in place regarding the supervision arrangements at the Edinburgh College centre where students aged under 16 were placed in activities with students aged 18. Group leaders commented that the age range for some activities, for example football, was too wide.

Addressed. Activities are now divided by age, ensuring that the age ranges for activities are suitable.

Conclusions

The school has addressed the weaknesses identified in the area of academic management, and some of the weaknesses identified in accommodation. It was not possible to assess one of the weaknesses in accommodation during this spot check inspection as it concerned homestay accommodation and there is no homestay provision at the Guildford school. However, overall there is now no need for improvement in the area of accommodation. Weaknesses in regard to S5 have been addressed, but weaknesses in W1 and S3 have not yet been fully addressed.
