

Organisation name	Golders Green College (Oxford Street branch)
Inspection date	20 November 2024
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 2025; there are no grounds for bringing this forward.

## Changes to the summary statement

The need for improvement in *Strategic and quality management* can be removed.

## New summary statement

The British Council inspected and accredited Golders Green College London in October 2021 and November 2024. 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](http://www.britishcouncil.org/education/accreditation) for details).

This was a compliance-only inspection during which the inspectors focused only on whether inspection criteria were met or not met. Inspectors did not evaluate the extent to which requirements were exceeded, and no strengths were awarded. No new summary statement has been issued; please refer to the last inspection report for any areas of strength previously awarded.

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

## Updated summary inspection findings

### Management

The provision meets the section standard. The management of the provision operates to the benefit of students and in accordance with publicity.

### 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 and guidance on the use of these resources is provided for staff and students where needed.

### Safeguarding under 18s

The provision meets the section standard. A safeguarding policy is in place but is missing some key information. Relevant training is provided to staff and homestay hosts. Students are suitably supervised during lessons, and accommodation for under 18s is well managed.

## Organisation profile

Inspection history	Dates/details
First inspection	2004
Last full inspection	2021
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	ABC School of English
Other related non-accredited schools/centres/affiliates	N/a

Student and staff profile	At inspection	Estimate at peak: July
Total ELT/ESOL student numbers (FT + PT)	133	220
Minimum age (including closed group or vacation)	17	9
Typical age range	16–49	9–45

Typical length of stay	12 weeks	4 weeks
Predominant nationalities	Japanese, Iranian, Saudi Arabian, Italian	Italian, Spanish
Total number of teachers on eligible ELT courses	11	20
Total number of managers including academic	3	4
Total number of administrative/ancillary staff	5	6

### Premises profile

Address of main site	11 Golders Green Road, London NW11 8DY
Additional sites in use	45 Oxford Street, London W1D 2DZ
Additional sites not in use	N/a
Sites inspected	45 Oxford Street, London W1D 2DZ

### Introduction

#### Background

This was a signalled spot check to visit the school's new premises. Action taken on points to be addressed from previous inspections was also discussed. Since the previous inspection, Golders Green College (GGC) has new ownership. The new owner took over in 2022 and since then has opened a second branch of GGC on Oxford Street (August 2024) as well as very recently acquiring another accredited language centre in nearby Covent Garden.

#### Preparation

Prior to the visit, the inspector contacted GGC to confirm courses running in November and that key staff would be present. An updated people to be seen form as well as an action plan on points to be addressed from the previous inspection were also requested. The exact date of the visit was not disclosed until the day before.

#### Programme and persons present

The inspection was carried out by one inspector and lasted for half a day. The inspector arrived at 10.00 and left at 14.15. Meetings were held with the principal, operations manager (OM), director of studies (DoS), and Assistant DoS (ADoS). Separate focus group meetings were held with students and teachers. Documents viewed included premises risk assessment, premises fire risk assessment, crisis management plan, staff files, feedback reports, staff and group leader handbooks, and publicity material.

### Findings

#### Management profile

The DoS and the OM report to the principal. The DoS is based at the Golders Green branch (GG) three days per week and the Oxford Street branch (OS) two days a week. The ADoS is permanently based at the OS branch and provides academic support when the DoS is not there. The OM visits both sites on a daily basis. The principal visits both sites as well as another recently acquired ELT operation every week. At GG, a registrar reports to the OM. At OS, two receptionists and an activities coordinator report to the OM.

#### Accommodation profile

The majority of students at GGC live in private rented accommodation. The school has a small number of its own homestay hosts. The school also works with an accommodation agency, particularly with students in the OS branch. The agency is registered with the British Council.

#### Description of sites

The GG branch is situated close to Golders Green station. The premises comprise two adjoining buildings with a single entrance at street level. The school occupies three floors of the buildings, which are above two cafés. The reception is at the top of the stairs and there is a second reception area nearby, currently used by the DoS and teachers to store resources. The school photocopier is also located here, and a row of six chairs for use by students. Over the three floors, there are nine classrooms, offices, a teachers' room, a computer room which is not currently in use, and a kitchen for staff use. There are toilets on all floors.

The OS branch is situated close to Tottenham Court Road station on three floors of a retail building in central London. The entrance is on the ground floor and stairs lead to the reception on the first floor. In the same area, there is a partition wall behind which the OM, DoS and ADoS work. Other administrative staff work in reception. On the same floor, there is a student lounge separated from a classroom by glass partition walls. A short staircase leads to a unisex toilet and a further classroom. The second and third floors both have two classrooms, and a staircase leads to the teachers' room in the loft. There is another unisex toilet on the second floor.

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

## Premises and resources

Premises and facilities ( <i>Oxford Street site only</i> )	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.	Strength
P6 There is sufficient space for all staff, for work, meetings, relaxation and the storage of personal possessions.	Met

### Comments

P2 The new premises have been fully refurbished, are spotlessly clean and provide a very welcoming and comfortable environment for students and staff.

P5 Wayfinding signage is more than adequate for the size of the building, and excellent use is made of notice boards around the school for the display of general information.

### Action taken on points to be addressed

#### Management

M1 There is no explicit statement in writing of the school's goals and values, and none has been made available to staff or students.

**Addressed. A statement of goals and values has been created and is shared on the website and on school documents.**

M2 No written objectives or plans have been produced.

**Addressed. The new principal has a business plan in place.**

M3 Not all staff were clear about their line management responsibilities.

**Addressed. It was clear from updated job descriptions and talking to staff that line management responsibilities are now clear.**

M7 It is unclear how feedback informs forward planning or supports continuous improvement.

**Addressed. Feedback reports are written following the collation of student and staff feedback. Evidence was seen that this has informed developments within the school.**

M9 Job descriptions are not comprehensive and provide lists of possible tasks rather than clarifying areas of responsibility. During the inspection, it was sometimes unclear where responsibility lay for certain areas.

**Addressed. Job descriptions are brief but areas of responsibility are now clear.**

M10 Not all staff files contained references or signed contracts.

**Addressed. Staff files sampled are complete.**

M18 (2024: M17) Details of emergency contacts do not state whether they speak English. The senior registrar holds these details outside school hours, but it is the principal, who has no access to the records, who holds the emergency phone.

**Addressed. A new database is in use and all key staff have 24/7 access to student information.**

M24 (2024: M23) The actual number of taught hours, after subtracting the 15-minute breaks, appears only once the visitor has clicked through to the price list, and even then, in very small print.

**Not addressed. The total number of hours taught detailed in publicity still includes the 15-minute breaks.**

M25 (2024: M26) No information is provided on time, distance or cost of travel between the accommodation and the college.

**N/a (no longer required).**

#### Premises and resources

P12 (2024: P11) There is no clear policy or procedure for continuing review of resources, which are added to on an ad hoc basis.

**Addressed. A policy is in place and evidence was seen that resources are reviewed regularly.**

#### Teaching and learning

T12 (2024: T13) There is no policy or procedure led by the DoS for reviewing course design.

**Addressed. A curriculum guide is in place, and this is reviewed regularly along with resources.**

T16 (2024: T12) Strategies to help students learn outside the classroom are not systematically incorporated into courses.

**Addressed. The academic team have discussed and put into practice ideas for increasing the use of the UK as a resource in lessons.**

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**Welfare and student services**

W2 (2024: W1) The school does not have a comprehensive plan to respond to any emergency.

**Partially addressed. A plan was submitted following the previous inspection, but this has not been updated to include the new building and its staff.**

W13 (2024: W11) Initial accommodation feedback questionnaires are not given until after the first week.

**Addressed. Initial feedback is sought in the first week.**

**Safeguarding under 18s**

S1 The safeguarding policy does not provide contact details for the DSL and DDSL. The policy does not contain guidance on handling delayed suitability checks.

**Addressed. The policy had been updated to include all required information.**

S5 Group leaders are expected to take responsibility for students other than their own.

**Addressed. The handbook has been amended to make clear that group leaders only have responsibility for their own students.**

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**Conclusions**

The new premises have been fully refurbished and provide both students and staff with a bright, comfortable and secure place in which to work and study. The majority of points arising from the previous inspection have now been addressed.

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