

Organisation name	Kings Education London
Inspection date	5–7 June 2023 10 April 2024

Section standards	
Management The management of the provision operates to the benefit of the students, and in accordance with the provider's stated goals, values, and publicity.	Met
Premises and resources 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. Guidance on the use of these resources is provided for staff and students where needed.	Met
Teaching and learning 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 meets the requirements of the Scheme.	Met
Welfare and student services The provision meets the needs of the students for security, pastoral care, information and leisure activities. Students benefit from well-managed student services, including, where offered, out-of-class activities and suitable accommodation.	Met
Safeguarding under 18s There is appropriate provision for the safeguarding of students under the age of 18 within the organisation and in any leisure activities or accommodation provided.	Met

Recommendation

We recommend continued accreditation.

Summary statement

The British Council inspected and accredited Kings Education London in June 2023 and April 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 for details).

This private language school offers courses in general and academic English and other academic subjects for adults (18+) and young people (16+), and under 18s.

Strengths were noted in the areas of strategic and quality management, staff management and development, learning resources, academic management, course design and implementation, learner management, care of students, accommodation, leisure opportunities, and safeguarding under 18s.

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

Introduction

Kings London (KL) was founded in 1966 and first accredited in 1984. The college is part of the Kings Education group, which runs colleges in the UK and the USA. The Kings Education group in the UK consists of four centres in Bournemouth, Brighton, London and Oxford as well as seven Kings young learner centres in the summer. Some departments and services, such as IT, marketing and sales, and admissions and bookings are managed centrally from Hove.

The London school offers English language courses and a range of academic programmes, including GCSE, A levels and foundation year courses.

The inspection consisted of two separate visits. The first took two days spread over three days. Meetings were held with the principal, the EFL director of studies (DoS), the director of media and marketing services, the student services manager, the special education needs (SEN) and welfare manager, the welfare officer, the accommodation manager, the accommodation and compliance co-ordinator, the estate manager, the EFL senior teacher, and the activities co-ordinator. A focus group meeting was held with teachers and another with students. All teachers timetabled during the inspection were observed, and one inspector visited one residence in person and conducted a virtual tour of another residence, as well as two homestays. The second visit was conducted by one inspector and focused on observing young learner (YL) and academic English (AE) classes, which were not running at the time of the first inspection. The inspector also conducted separate focus group meetings with junior students and group leaders. Meetings were also held with the principal, the DoS (EFL) and the DoS (Academic).

Address of main site/head office

25/27 Beckenham Road, Beckenham BR3 4PR

Description of sites visited/observed

KL is based on two sites on a residential road close to the high street of Beckenham, south east London. The main building comprises two converted three-storey houses, 25 and 27 Beckenham Road. These buildings have been joined together by the construction of a modern central area referred to as 'the link'. The reception area, the student cafeteria and the student hub are located in the link. The link also gives access to the outdoor space at the back of the school, where there are six additional garden rooms used as offices and for EFL Arts and Design classes. In number 25 there are six classrooms, a computer learning centre and the staffroom. In number 27 there are a further six classrooms, a computer learning centre, the library, two science laboratories and a suite of art rooms, three of which consist of garden cabins. In both buildings there is office space for academic staff, including the assistant Academic DoS, administrative and welfare staff and the principal.

2 Beckenham Road

The second site is located a short walk away at 2 Beckenham Road and is known as the annexe. The EFL provision is largely delivered in this building. The annexe has three floors, there is a reception area, eight classrooms, a computer learning centre, which can be used as a classroom, a staffroom and an office for the EFL DoS. At the back of the building there is an outside area with tables and chairs.

Course profile	Year round		Vacation only	
	Run	Seen	Run	Seen
General ELT for adults (18+)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
General ELT for adults (18+) and young people (16+)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
General ELT for juniors (under 18)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
English for academic purposes (excludes IELTS preparation)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
English for specific purposes (includes English for Executives)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Teacher development (excludes award-bearing courses)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ESOL skills for life/for citizenship	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments

KL offers general English (15 hours) and intensive English (21 hours) courses. The intensive English programme combines general English with a number of special interest options. The academic courses offered include GCSEs for students (15+), A levels, and foundation programmes. In the summer, the school provides young learner courses for 14 to 17 year-olds for both individuals and students in groups. At the time of the first inspection, neither

vacation nor academic courses were running. At the time of the second, as well as the general/intensive English courses, a closed group of French juniors was being taught in two classes, and two IGCSE classes were also running.

Management profile

The principal reports to the group's director of operations. The former is assisted by a number of staff including the EFL DoS, Academic DoS, the student services manager, the HR manager, the SEN and welfare manager, the accommodation manager and the estate manager.

Accommodation profile

Kings London offers both residential and homestay accommodation. There are approximately 150 active hosts. The residential accommodation includes three student houses, with single rooms and shared bathrooms as well as kitchen-diners. There are also two premium student apartments with both single and twin rooms. All premium rooms are ensuite. All residential accommodation is within 15 minutes' walk of the college.

Summary of inspection findings

Management

The provision meets the section standard and exceeds it in some respects. The management of the provision operates to the benefit of the students, and in accordance with the provider's stated goals, values, and publicity. Recruitment, induction, and CPD systems are all very effective. *Staff management* and development is an area of strength.

Premises and resources

The provision meets the section standard and exceeds it in some respects. 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. Guidance on the use of these resources is provided for staff and students where needed. *Learning resources* is an area of strength.

Teaching and learning

The provision meets the section standard and exceeds it in some respects. Academic staff have a professional profile suitable to the context. Teachers receive good guidance to ensure that they support students effectively in their learning. Courses are generally structured and managed to provide the maximum possible benefit to students. The teaching observed met the requirements of the Scheme. *Academic management*, *Course design*, and *Learner management* are areas of strength.

Welfare and student services

The provision meets the section standard and exceeds it in some respects. The safety and security of the premises are ensured through robust systems, and students receive very useful information regarding life in the UK. A broad range of accommodation is offered, and all is very well managed. The leisure programme is well resourced, and health and safety are prioritised appropriately. *Care of students*, *Accommodation* and *Leisure opportunities* are areas of strength.

Safeguarding under 18s

The provision meets the section standard and exceeds it in some respects. Policies and procedures are well designed and the training profile across the college is very good. Homestay hosts for under 18s are very aware of their safeguarding responsibilities and provide a caring and safe living environment. *Safeguarding under 18s* is an area of strength.

Declaration of legal and regulatory compliance

The items sampled were satisfactory.

Evidence

Management

Strategic and quality management	Area of strength
M1 There is a clear statement describing the goals and values of the organisation, which is made known to all staff.	Strength
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.	Strength
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.	Strength

Comments

M1 The mission statement is very clear and further supported by a statement on the importance of community at the college. It is evident that this informs the ethos of KL, and it is clearly integral to how the organisation operates.

M4 Channels of communication work very well both informally and formally. There are regular minuted meetings within departments in the college and communication between counterparts in different colleges. Open days for homestay hosts are held termly and termly updates are sent to them.

M5 Feedback is systematically collected at the beginning and at various other points on the student journey. Findings are discussed and acted upon whenever possible. Other communication channels include a student council with student representation.

M7 Clear systems are in place to review and improve systems, based on student and staff feedback, inspection reports and quarterly reviews with senior management in attendance.

Staff management and development	Area of strength
M8 The provider implements appropriate human resources policies, which are made known to staff.	Strength
M9 The provider specifies the duties of all staff working with ELT students, and regularly reviews these.	Met
M10 There are effective procedures for the recruitment and selection of all staff.	Strength
M11 There are effective induction procedures for all staff.	Strength
M12 There are effective procedures for monitoring and appraising all staff, 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 of all staff to meet the needs of the individual, the students and the organisation.	Strength

Comments

M8 The group has a detailed set of HR policies incorporated in an HR manual and KL has its own HR manager. Staff feel valued and supported and have recently been offered sessions delivered by a wellbeing coach.

M9 Duties are clearly specified in job descriptions but there is no systematic review conducted for updating these.

M10 Recruitment procedures are very thorough. All stages in the process are fully covered and all staff involved receive safer recruitment training.

M11 Inductions are detailed and effective. They include informal mentoring, paid induction time, detailed checklists and opportunities for observing and shadowing colleagues.

M13 Continuing professional development takes place regularly for all staff and includes attendance at both internal and external opportunities. Some staff are given financial support to upgrade their professional qualifications.

Student administration	Met
M14 Staff are helpful and courteous to students and their representatives, and provide satisfactory levels of customer service.	Strength
M15 Students or their representatives receive sufficient information and advice on their course choices before arrival and during their stay.	Met
M16 Staff carry out enrolment, cancellation and refund procedures efficiently, fairly, and with appropriate sensitivity.	Met
M17 There are effective systems in place to maintain accurate and up-to-date records of student enrolment, payment and course details. These records are accessible at all times to authorised staff.	Met

M18 There are effective systems to maintain up-to-date and accessible records of local contact details for students, and their designated emergency contacts.	Met
M19 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
M20 All staff and students are made aware of conditions and procedures under which a student may be asked to leave the course.	Met
M21 All students and, where appropriate, group leaders and parents/legal guardians, receive information in writing about how to make a complaint.	Met

Comments

M14 Formal and informal feedback from students clearly indicates that staff are helpful and courteous and provide very good customer service. Staff are supported by very effective IT software systems.
M18 Emergency contact details are in place for all students but there is no formal recording of whether or not the contact speaks English.
M20 There are clear disciplinary procedures in place, but documentation does not make sufficiently clear the circumstances under which a student may be asked to leave their course.

Publicity	Met
M22 All publicity and information is accurate, and gives rise to realistic expectations about the premises, location, and the extent and availability of the services and resources.	Met
M23 All publicity and information about the provider and the services it offers is in clear, accurate and accessible English.	Met
M24 Publicity gives clear, accurate and easy-to-find information on the courses.	Met
M25 Publicity includes clear, accurate and easy-to-find information on costs.	Met
M26 Publicity or other information made available before enrolment gives an accurate description of the level of care and support given to any students under 18.	Met
M27 Publicity gives an accurate description of any accommodation offered.	Met
M28 Descriptions of staff qualifications are accurate.	Met
M29 Claims to accreditation are in line with Scheme requirements.	Met

Comments

Publicity consists of websites with factsheets about locations, courses and accommodation options. Social media platforms are also used.

All criteria in this subsection are fully met.

Premises and resources

Premises and facilities	Met
P1 Premises, including any external areas, are in a good state of repair, cleanliness and decoration, and provide a comfortable environment for students and staff.	Met
P2 Classrooms and other learning areas provide a suitable study environment.	Met
P3 Students have adequate room and suitable facilities for relaxation and the consumption of food.	Strength
P4 Free drinking water is available. A choice of appropriate food at affordable prices is available to students on site, if not available locally.	Met
P5 There is adequate signage to buildings, routes, rooms and exits, and there are facilities for the display of general information.	Met
P6 There is sufficient space for all staff, for meetings, relaxation and the storage of personal possessions, and for teachers to carry out their preparation and marking.	Met

Comments

P3 Students can relax in a number of places both inside and outside the annexe building, and at the main buildings in the link (student hub and canteen), in the library and in the back garden.

Learning resources	Area of strength
P7 There are sufficient learning resources 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.	Strength
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.	Strength
P10 Any facilities provided for additional or independent learning are appropriately equipped and organised.	Met
P11 Students receive guidance on the use of any resources provided for independent learning.	Met
P12 There is a policy for the continuing review and development of teaching and learning resources, and evidence of its implementation.	Strength
Comments	
<p>P8 Very good supplementary resources are available for teachers through both printed and digital media. The school has subscribed to a range of professional journals and online resources.</p> <p>P9 There are interactive whiteboards in all classrooms that are well maintained by on-site IT staff. Teachers receive appropriate training.</p> <p>P12 There are very good systems in place for reviewing teaching and learning resources on an ongoing basis. Teacher requests for specific resources are acted upon whenever possible.</p>	

Teaching and learning

Academic staff profile	Met
T1 All academic staff have a level of education normally represented by a Level 6 qualification on the Ofqual register of regulated qualifications.	Met
T2 The teaching team has ELT/TESOL qualifications relevant to the courses they are teaching.	Met
T3 The teaching team has a range of experience, knowledge and skills appropriate to the courses offered and the needs of the learners.	Met
T4 The academic manager/academic management team has an appropriate professional profile to provide academic leadership.	Strength
Comments	
T4 Both the EFL and academic course academic managers are appropriately qualified and have many years' relevant experience.	

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

T6 Timetabling arrangements are clear and work well. EFL students have most of their lessons in the annexe and young learner courses take place in classrooms in the main building when they are unused by academic classes in the summer.

T7 Cover arrangements are thorough and include cover lesson plans in Schemes of Work and the use of part-time teachers, the senior teacher and the academic managers.

T9 Teachers stated that they were very well supported by all academic managers, and many had engaged in peer observations facilitated by the college.

Course design and implementation	Area of strength
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T11 Course design is based on stated principles. There is a coherent and appropriate course structure described in writing for teachers' guidance.	Strength
T12 Course design is regularly reviewed in light of the different and changing needs of students and feedback from teachers and students.	Strength
T13 Written course outlines and intended learning outcomes, appropriate to the course length and type, are available to students.	Met
T14 Any activities additional to English classes, and which form part of the language curriculum, encourage the acquisition of language and the development of relevant language skills.	N/a
T15 Courses include study and learning strategies that support independent learning and enable students to benefit from their programmes and continue their learning after the course.	Met
T16 Courses include strategies which help students to develop their language skills outside the classroom and benefit linguistically from their stay in the UK.	Strength

Comments

T11 Course design is detailed and is based on termly Schemes of Work which refer to related coursebooks and supplementary materials.
T12 There are very good measures in place to review courses regularly based on feedback from staff and students and benchmarking examination results.
T16 Strategies that help students to learn English outside the classroom include educational visits on all courses, project work, research-based homework and the social programme.

Learner management	Area of strength
T17 There are effective procedures for the correct placement of students, appropriate to their level and age.	Strength
T18 There are effective procedures for evaluating, monitoring and recording students' progress.	Met
T19 Students are provided with learning support and enabled to change courses or classes where necessary.	Met
T20 Where relevant, students are guided to select the examinations and examination training best suited to their needs and interests.	Strength
T21 Academic reports are made available to students on request and, in the case of under 18s, to their parents/guardians.	Met
T22 Students wishing to progress to mainstream UK education have access to relevant information and advice.	Strength

Comments

T17 Placement tests are thorough and linked to an external reference. Any special educational needs are recorded and training is provided to staff.
T20 Very good examination guidance is given to students by appropriately experienced academic managers and through online resources.
T22 Students receive very good guidance through academic managers, online resources and the college's UCAS counsellor available by appointment.

Classroom observation record

Number of teachers seen	12
Number of observations	12
Parts of programme(s) observed	General English and examination preparation classes and afternoon special interest group (SIG) sessions.

Comments

Inspectors observed general English, examination preparation and SIG classes. No academic classes or young learner classes were running at the time of the inspection.

Teaching: classroom observation	Met
T23 Teachers demonstrate sound knowledge and awareness of the use of English and the linguistic systems underlying it, and provide appropriate models of both spoken and written English.	Met
T24 The content of the lessons shows that the course objectives, the learning needs and cultural backgrounds of the students have been taken into account.	Strength

T25 Lessons lead to relevant learning outcomes, made known to students and achieved through a coherent sequence of activities.	Not met
T26 Teaching techniques are appropriate to the focus of the lesson and to the needs of the group and individual learners.	Met
T27 Teachers promote learning by the effective management of the classroom environment and resources.	Strength
T28 Students receive appropriate and timely feedback on their performance during the lesson.	Met
T29 Lessons include activities to evaluate whether learning is taking place.	Met
T30 Teachers demonstrate the ability to engage students and create a positive learning atmosphere.	Strength

Comments

T23 Teachers generally provided appropriate models of English and gave good explanations of grammar and lexis.
T24 In most lessons the content was clearly linked to student needs and in some cases their requests. This was particularly the case in examination preparation and most SIG lessons.
T25 In some cases lessons were based on learning outcomes made known to students, but in others this was not the case, as some plans had very general aims.
T26 Teachers generally used a good range of teaching techniques including questioning, nomination and instruction checking questions.
T27 Teachers used technology effectively in nearly all lessons observed; interactive whiteboards were used confidently, whiteboards had clear layouts and supplementary resources were well selected.
T28 In some classes, teachers corrected and gave useful feedback to learners; however, in others, this was done less appropriately and effectively.
T29 Teachers checked learning through reviewing student responses to short tasks.
T30 Teachers engaged learners effectively and created a positive learning atmosphere in their classes. They used student names and maintained a lively pace, particularly in classes with an examination focus and SIG lessons.

Classroom observation summary

The teaching observed met the requirements of the Scheme and ranged from very good to unsatisfactory against the criteria, with the majority being satisfactory. Lessons were well planned, although not all aims were expressed as learning outcomes. Most teachers used a good range of techniques and deployed educational resources effectively. There was a positive atmosphere in nearly all classes observed.

Welfare and student services

Care of students	Area of strength
W1 Providers ensure the safety and security of students on their premises by measures appropriate to their age and background, and the location.	Strength
W2 There is a comprehensive plan to respond to any emergency. This plan is known to all staff, and relevant elements are known to students.	Met
W3 Students receive pastoral care appropriate to their age, background and circumstances. All staff and students know the name(s) of the person or people who deal with students' personal problems.	Strength
W4 There are policies to promote tolerance and respect, and procedures for dealing with any abusive behaviour. All staff and students are aware of these.	Strength
W5 Where relevant, students receive a 24-hour emergency contact number for the provider, in writing.	Met
W6 Students receive in advance information on the most appropriate forms of transport between the point of entry to the UK and the provider or accommodation, including approximate costs.	Met
W7 Students receive advice on relevant aspects of life in the UK.	Strength
W8 Students have access to adequate health care provision.	Strength

Comments

W1 Safety and security measures are very thorough. There are keypads to enter each building as well as CCTV coverage. Premises risk assessments are regularly updated, and a number of staff have been trained as fire marshals.

W3 Pastoral care is very well managed by a team of experienced and well-qualified staff. Students are informed about the care available via various posters around the school as well as pre-arrival information. Homestay hosts receive welfare updates through a newsletter, and all staff have access to an online reporting tool should they wish to raise a concern about a student. The welfare officer also has a meeting with all newly arrived under 18s.

W4 Expectations related to student behaviour and anti-bullying are well presented and widely available both in documentation and around the school. Tolerance and respect are clearly central to the ethos of the school.

W7 Advice on relevant aspects of life in the UK is very comprehensive and presented through pre-arrival handbooks as well as induction upon arrival at the school.

W8 Access to healthcare is well handled, with long-term students registered with a local GP and a walk-in centre very close to the school available to all others.

Accommodation (W9–W22 as applicable)	Area of strength
<i>All accommodation</i>	
W9 Students have a comfortable living environment throughout their stay.	Strength
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.	Strength
W12 Students receive written confirmation of accommodation booked, giving clear and accurate information.	Strength
W13 There are effective procedures for identifying and resolving any problems students have with their accommodation.	Strength
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

W9 As well as homestay, a range of residential accommodation is available to suit differing budgets. The homestays visited remotely were large, comfortable, and in a very good state of repair. The residences were all clean and well appointed, with a number of ensuite options.

W11 Inspection procedures and record keeping are excellent. All homestays are visited at least annually, and those for under 18s are inspected on a termly basis.

W12 Accommodation confirmations for students are well designed and include pen portraits of homestay hosts. Factsheets for residential accommodation are well presented and provide useful information on local amenities.

W13 Procedures for identifying and resolving any problems with accommodation are very effective. As well as initial feedback forms, all hosts are contacted directly within the first week of a new student arriving to check that all is going well. There is an efficient ticketing system to record any maintenance issues in residences, and all follow-up action is recorded.

<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

All criteria in this subsection are fully met.

<i>Accommodation: other</i>	
W21 Students receive information about the implications of their living in private rented accommodation and advice in case of difficulties.	Met
W22 The provider monitors any other accommodation recommended, and booking and payment arrangements are clear.	N/a

Comments

All relevant criteria in this subsection are fully met.

Leisure opportunities	Area of strength
W23 Students have appropriate information about and access to social, cultural and sporting events and activities which enhance their experience of studying in the UK.	Strength
W24 The content of any leisure programme is appropriate to the age and interests of the students.	Met
W25 Any leisure programmes are well organised and sufficiently resourced.	Strength
W26 There are effective systems to ensure the health and safety of students on all on-site and off-site activities.	Strength
W27 Staff supervising sporting and leisure activities on or off-site have appropriate experience and training.	Strength
Comments	
<p>W23 Students are made aware of what they can see and do in the UK by way of suggested activities on the programme as well as up-to-date information on digital screens.</p> <p>W25 The leisure programme has a full-time co-ordinator who meets with all new students each week to identify activities of interest. Regular updates in classes are given by the same person to encourage participation.</p> <p>W26 Health and safety is well ensured, as all activity leaders do basic first-aid training, and a first-aid kit is taken on every trip. Risk assessments are thorough and provide leaders with useful information on how to manage typical situations.</p> <p>W27 The co-ordinator has several years' experience of managing the programme and provides comprehensive training to activity leaders, including the opportunity to observe a trip being run.</p>	

Safeguarding under 18s

Safeguarding under 18s	Area of strength
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.	Strength
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.	Strength
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.	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.	Strength
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	
<p>The provider accepts 16 and 17 year-olds on adult courses throughout the year and on summer courses. 15 year-olds can enrol on academic courses (GCSE). At the time of the first inspection there were 34 students aged under 18 on EFL courses and 40 in April 2024; the number of under 18s rises in the summer.</p> <p>S1 The school has a comprehensive safeguarding policy, supported by a large number of relevant documents, and includes appropriate age differentiation. The safeguarding team is made known to staff and students through a number of channels.</p> <p>S2 The training profile amongst the team is good. All new staff complete basic training online and there are regular refreshers provided by the safeguarding leads. All homestay hosts have also completed basic safeguarding training.</p> <p>S7 Homestay hosts were very aware of their responsibilities and all complete basic first-aid as well as safeguarding training.</p>	

Declaration of legal and regulatory compliance

D1 The organisation certifies that it operates at all times in accordance with the declarations in the *Declaration of legal and regulatory compliance*.

The Accreditation Scheme requires accredited providers to comply with all applicable laws and regulations. Providers must take steps to ensure that they are aware of, and comply with, all existing and new legal requirements.

On initial application and annual renewal of accreditation, providers are required to confirm that they are complying with all applicable laws and regulations.

Inspectors will check a random sample of items during inspection, in relation to criterion D1; if they find evidence of a breach of statutory or other legal requirements, the provider will be required to submit evidence of compliance confirmed by the appropriate regulatory body.

Any breach of the law or regulations will be viewed seriously by the Scheme and may result in the withdrawal or withholding of accreditation.

Any sustained breach of the law or regulations which an accredited provider fails upon reasonable notice to remedy will result in accreditation being withdrawn.

Comments

D1 The items sampled were satisfactory.

Organisation profile

Inspection history	Dates/details
First inspection	1984
Last full inspection	2023
Subsequent spot check (if applicable)	N/a
Subsequent supplementary check (if applicable)	2024
Subsequent interim visit (if applicable)	N/a
Current accreditation status	Accredited
Other related non-accredited activities (in brief) at this centre	Academic courses (GCSE, A levels, Foundation)
Other related accredited schools/centres/affiliates	Kings Bournemouth, Brighton, Oxford and Kings Young Learners
Other related non-accredited schools/centres/affiliates	USA centres

Private sector

Date of foundation	1966
Ownership	United Language Schools Ltd (owned by Prime Education and Training)
Other accreditation/inspection	Ofsted

Premises profile

Details of any additional sites in use at the time of the inspection but not visited/observed	N/a
Details of any additional sites not in use at the time of the inspection	N/a

Student profile	At inspection		In peak week (2023): July
	June 2023	April 2024	In peak week
ELT/ESOL students (eligible courses)			
Full-time ELT (15+ hours per week) 18 years and over	54	73	97
Full-time ELT (15+ hours per week) aged 16–17 years	8	40	143
Full-time ELT (15+ hours per week) aged under 16	0	0	105
Part-time ELT aged 18 years and over	75	0	0
Part-time ELT aged 16–17 years	26	0	0
Part-time ELT aged under 16 years	0	0	0
Overall total ELT/ESOL students shown above	163	113	345
Junior programmes: advertised minimum age	14		14

Junior programmes: advertised maximum age	17	17
Junior programmes: predominant nationalities	2024: Italian	Italian, Spanish, German
Adult programmes: advertised minimum age	16	16
Adult programmes: typical age range	20–22	19–21
Adult programmes: typical length of stay	19 weeks	2–3 weeks
Adult programmes: predominant nationalities	Korean & Japanese	Italian, French, Spanish, Swiss, German

Staff profile	At inspection 2023 / 2024		In peak week
	Total number of teachers on eligible ELT courses	12	11
Number teaching ELT 20 hours and over a week	8	8	
Number teaching ELT under 20 hours a week	4	3	
Number of academic managers for eligible ELT courses	2		4
Number of management (non-academic) and administrative staff working on eligible ELT courses	2		
Total number of support staff	4		

Academic manager qualifications profile

Profile at inspection		Number of academic managers
Professional qualifications		
TEFLQ qualification		3
Academic managers without TEFLQ qualification or three years relevant experience		0
Total		3

The senior teacher was teaching 7.5 hours.

Teacher qualifications profile

Profile in week of inspection		
Professional qualifications	Number of teachers	
TEFLQ qualification	5	5
TEFLI qualification	4	6
Holding specialist qualifications only (specify)	0	0
Qualified teacher status only (QTS)	0	0
Teachers without appropriate ELT/TESOL qualification	3	0
Total	12	11

Comments

These figures exclude three EAP teachers who were not teaching in the week of the inspection.

Accommodation profile (2023)

Number of students in each at the time of inspection (all students on eligible courses)		
Types of accommodation	Adults	Under 18s
<i>Arranged by provider/agency</i>		
Homestay	38	21
Private home	N/a	N/a
Home tuition	N/a	N/a
Residential	31	0
Hotel/guesthouse	0	0
Independent self-catering e.g. flats, bedsits, student houses	11	0
<i>Arranged by student/family/guardian</i>		

Staying with own family	0	13
Staying in privately rented rooms/flats	49	0
Overall totals adults/under 18s	129	34
Overall total adults + under 18s	163	