



## **BRITISH ACCREDITATION COUNCIL INSPECTION REPORT**

### **INTERIM INSPECTION (Short Course Provider)**

**ORGANISATION:** One Lindens Ltd

**ADDRESS:** 16 Copse Wood Way  
Northwood  
Middlesex  
HA6 2UE

**HEAD OF ORGANISATION:** Mr Sean Stevens

**Accreditation status:** Accredited

**Date of inspection:** 17 July 2015

**ACCREDITATION COMMITTEE DECISION AND DATE: 10<sup>th</sup> September 2015**

## **PART A - INTRODUCTION**

### **1. Background to the organisation**

One Lindens Ltd (the Company) was established by the sole Director and owner in July 2012 to provide summertime only short residential programmes based originally in the University of Oxford colleges and, since 2014, at colleges of the University of Cambridge. The programmes have been branded under either the Oxford X or the Oxford Immerse label. Current provision is branded Cambridge Immerse and is conducted at Queen's College, Cambridge.

Following a full accreditation inspection conducted in 2013, accreditation was deferred until One Lindens Ltd could satisfy the BAC that a number of requirements had been met. A supplementary inspection was conducted in 2014 to assess the response of the Company to these requirements. Whilst one action remained outstanding at the supplementary inspection, the inspector was able to conclude that "One Lindens Ltd has responded seriously to the requirements and recommendations arising from the previous inspection. Many aspects of the operation show improvement in quality and there is a clear commitment to operate professionally and with integrity. The course operates very well on the ground. With the single exception of the requirement on obtaining written references (which the provider misunderstood) all requirements have been met and many of the recommendations implemented".

### **2. Brief description of the current provision**

Students are recruited from around the world with the planned 2015 cohort of 110 students coming from approximately 30 countries. There is one cohort planned for 2015 but two for 2016. Programmes are of two weeks' duration and comprise small group lectures and seminars on current political and social issues. Students attend sessions for four hours per day. Such sessions are conducted by University tutors. In addition to the academic programme there is a daily diet of social and cultural activities for students, examples being trips to local cultural centres, to Grantchester Meadows, and punting and croquet.

Residential accommodation is provided in single rooms, with ensuite bathrooms, in the college. Meals are provided on a half-board basis.

Currently the Director oversees the entire courses on offer. He is helped by a Programme Manager and an Administrator and tutors from the University of Cambridge. Additionally, student mentors are employed to assist with residential and administrative tasks, take students on excursions and help with promotion and admission procedures.

The plans for the 2015 programme include 95 students under the age of 18.

The Company has its registered premises in Northwood, Middlesex, from where the pre-course administration is conducted by the Director with some additional support to develop and maintain the Company website and online marketing.

### **3. Inspection process**

The inspection was conducted over one half-day by one inspector. Only the Director was interviewed, as there were no other One Lindens staff yet on site and no classes were due to be held until August 2015, so no tutors or students were yet present. Supplied documentation was examined and a tour of the premises undertaken.

#### **4. Inspection history**

Full inspection: 14 and 15 August 2013

Supplementary inspection: 12 and 13 August 2014

## **PART B – JUDGEMENTS AND EVIDENCE**

**The following judgements and comments are based upon evidence seen by the inspector(s) during the inspection and from documentation provided by the provider**

### **1. Significant changes since the last inspection**

In 2014 provision was held in Christ's College Cambridge. For 2015 the venue is Queen's College Cambridge.

### **2. Response to action points in last report**

One action remained outstanding from the supplementary inspection of 2014 :-

*Written references must be obtained on all staff working with young people.*

One Linden's Ltd has responded positively in respect of this requirement. References are now routinely obtained for all staff and recorded on a new Candidate Referencing form. There is a focus on Safeguarding on the form and referees are asked to specifically answer a question as to the suitability or otherwise of job candidates to work with children. This procedure could be further enhanced by a follow-up phone call to the referee confirming the reference.

A number of recommendations were made at the supplementary inspection of 2014 :-

The provider is recommended to:

*Provide opportunities for tutors to discuss their teaching soon after its observation with the person undertaking the classroom observation.*

The Programme Manager undertakes lesson observations and provides a written report on the session seen. Tutors see this report and also have a discussion with the PM as soon as this can be arranged after the observation. Tutors also receive feedback, in writing, from the students.

*Obtain input or involvement of a seasoned education professional in academic management.*

The Programme Manager is highly experienced in programme management and development.

*Collate ideas on teaching students of high school age range, and maintaining interest over extended periods.*

There are regular review sessions held each day and at the end of the programme, and this has led to new curricula being developed and new teaching activities being adopted.

*Undertake identity checks of staff as part of safeguarding arrangements (this is now a statutory requirement).*

This is routinely performed.

*Review performance review arrangements for mentors, including a short feedback meeting for individual mentors at the end of the course, as well as a short evaluation/recommendation.*

This is now also routinely performed at the end of each day's activities .

*Review whether it would be helpful to elicit in advance more extensive academic background information on students.*

A revised application procedure now asks prospective course participants for details of their prior academic attainments and this information is passed on to the tutors. Additionally, all new students are, prior to arrival, provided with pre-course reading lists and the topics to be looked at.

*Introduce a short written questionnaire for students early in the course, focusing on those areas where adjustments can be made during the course.*

A daily log is kept by both mentors and course participants and this is reviewed at the end of each day so that any improvements or adjustments can be made as the courses progress.

*Introduce a short review/feedback time as a standard element at the end of the last academic session each day, or at appropriate points in the course.*

This is covered by the daily log.

*Encourage tutors to plan not only for content, but also for student learning activities, learning checks, presentation techniques etc.*

This development has happened as a result of feedback in the daily review sessions.

*Strengthen the guidance and advice provided to tutors.*

As a result of changes in the student application process, more information about students is now provided to tutors.

*Provide written reports for all students.*

Detailed Participant Assessment forms are provided for all attendees by tutors for all subjects studied. These are very useful documents and concentrate on the academic and motivational strengths and areas for improvement of all participants.

*Enhance attention given to key welfare areas in the student induction processes, particularly relating to road safety, and consider ways to maximise impact of input.*

Health and safety and welfare information is now routinely included in the induction talk to all new participants. Health and safety information for staff is included in the Employee Handbook.

*Enhance information provided to international participants before and on arrival, with specific mention made of willingness to make adaptations to arrangements to take account of religious observance.*

Information provided to participants pre and on arrival is good. The Cambridge Immerse brochure is informative and accurate and covers the programme timetables, the range of activities and events available, information about the College, information about tutorials and how the courses run, and some welfare information along with Course Rules and information about accommodation.

Any particular requirements arising from a religious angle are picked out in induction when Participants Information Forms are completed. Also, any particular dietary requirements are analysed at this stage.

*Strengthen attention to health and safety matters by appropriate brief training and/or obtaining input from someone more experienced in health and safety in similar contexts.*

The Programme Manager now covers health and safety matters. The Employee Handbook contains information on "Risk Situations and Safety" and "Accident and Injury Procedures".

*Make the code of conduct for staff more comprehensive.*

A comprehensive Employee/Contractor Handbook contains a code of conduct that covers Dress, Breaks and time off, Staff Ethics, the Child Protection Policy, Harassment and details of One Lindens Ltd systems and procedures.

*Provide information on safeguarding at all stages of staff recruitment: in all correspondence, interview forms and any advertisements used in the future, making specific reference to the checks undertaken in this regard (this is now a statutory requirement).*

One Lindens Ltd has complied in this respect of recruitment of staff.

*Draw on the expertise of an experienced professional in the area of safeguarding and child protection in preparing for and delivering its courses.*

One Lindens Ltd has made progress in this area but recognises that its Safeguarding and Child Protection procedures can be updated. There are recommendations to this effect made by the inspector.

*Conduct face-to-face interviews before confirmation of job offers whenever possible.*

All staff are interviewed face-to-face and records of the interviews are retained.

### 3. Compliance with BAC accreditation requirements – spot check

#### 3.1 Management, Staffing and Administration

	Met	Partially met	Not met	NA
The standards are judged to be	✓			
<b>Comments</b> The Director has a firm grasp of the operation and has taken a number of measures such as daily review meetings, developing student feedback mechanisms and lesson observations that contribute to continuous quality improvement.				

#### 3.2 Teaching, Learning and Assessment

	Met	Partially met	Not met	NA
The standards are judged to be	✓			
<b>Comments</b> No classes were scheduled at the time of the inspection. However, based upon documentary evidence seen such as Syllabus Guidance notes for tutors, completed Participant Assessment forms, completed Participant Feedback forms and teaching guidance and information supplied concerning the background of tutors, the inspector believes that BAC requirements are met.				

#### 3.3 Participant Welfare

	Met	Partially met	Not met	NA
The standards are judged to be	✓			
<b>Comments</b> No participants were available for the inspector to interview. A range of risk assessments had been completed relating to activities participants undertake at the College. Information gained from reading the Participant Feedback forms confirmed the inspector's view that participant welfare is a high priority.				

#### 3.4 Premises and Facilities

	Met	Partially met	Not met	NA
The standards are judged to be	✓			
<b>Comments</b> Queen's College, a constituent college of the University of Cambridge, is the current venue for the activities of				

One Lindens Ltd. The college is located very near to the centre of Cambridge with many local leisure and cultural activities close by.

One Lindens is able to utilise the administrative office facilities of the college in the running of its programme but receives no direct support from college staff in the running of the programme. However, all programme participants are informed of college rules and regulations, in writing, and are expected to follow them. Entrance to the premises is via a permanently manned porter's lodge. Teaching and accommodation facilities are in close proximity to one another and participants are located in a safe and secure environment.

Meals are provided in the excellent college facilities at breakfast and evening meal times. Participants purchase their own lunches. Accommodation is good. Participants are accommodated in single undergraduate rooms with ensuite facilities. Boys and girls are separated in distinct areas of the accommodation and this separation is supervised by staff mentors provided by the Company.

Teaching facilities are excellent with spacious rooms and full IT facilities available. Additionally, the college has sports facilities available for use, such as squash courts. The overall environment is attractive and is certainly conducive to the achievement of the programme aims, one of which is stated as "gaining the unique experience of Cambridge".

The facilities, layout, rules and regulations and location of the college with its facilities are fully explained to course participants in a well produced Programme Overview document.

**PART C – SUMMARY OF STRENGTHS AND ACTION POINTS**

<p><b>Institution’s strengths</b></p> <p>A commitment to provide a high quality programme of study and social/cultural activities that are responsive to the needs of participants, and change and improve as a result of participant feedback. Regular feedback mechanisms from both staff and course participants to improve and enhance the programme and develop the curriculum offer.</p> <p>A willingness from the Director to continually improve the programme and enthusiastically and professionally respond to advice and guidance.</p>
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<b>Actions required</b>	<b>Priority H/M/L</b>
Appropriate Child Protection and Safeguarding Training must be undertaken by the designated child protection person.	H
One Lindens Ltd must compile a Single Central Register of all staff employed as required by Keeping Children Safe in Education statutory guidance.	H
Recommendations:	
The Company should follow up written references by telephone to confirm any statements made as to the suitability of candidates for positions working with children. Records of such follow-up conversations should be kept.	
The Programme Manager and the Director and any other relevant staff should attend designated Level 1 or Level 2 and/or Level 3 Child Protection training.	
One Lindens Ltd should become fully conversant with the information provided in the statutory guidance document “Keeping Children Safe in Education” and initiate the guidance and requirements contained therein.	
One Lindens Ltd should become fully conversant with the “Prevent” anti-radicalisation strategy recently introduced in the UK.	

**COMPLIANCE WITH STATUTORY REQUIREMENTS**

Declaration of compliance has been signed and dated.	YES
<p>Further comments, if applicable :-</p> <p>The inspector was satisfied that the Company complied with all BAC requirements in respect of having a Safeguarding Policy, providing evidence of DBS disclosures for all staff, having risk assessments for all relevant activities, having [some] staff training for staff on Safeguarding, providing information at the recruitment stage on Safeguarding to job applicants, providing information to parents concerning Safeguarding, and having a relevant job description for the Programme Manager concerning Safeguarding roles and responsibilities.</p>	