



## **BRITISH ACCREDITATION COUNCIL INSPECTION REPORT**

### **RANDOM SPOT CHECK INSPECTION (Short Course Provider)**

**PROVIDER:** Council on International Educational Exchange (CIEE) - Global Institute - London

**ADDRESS:** 46-47 Russell Square  
London  
WC1B 4JP

**HEAD OF PROVIDER:** Ms Elizabeth Terry

**DATE OF INSPECTION:** 12 December 2017

**ACCREDITATION COMMITTEE DECISION AND DATE:** Continued accreditation 8 February 2018

## **PART A - INTRODUCTION**

### **1. Background to the provider**

The Council on International Educational Exchange (CIEE) organises study exchange programmes for international students. It was established in 1947 and its headquarters are based in Portland, United States of America (USA). It aims to help people gain understanding, acquire knowledge and develop skills for living in a globally interdependent and culturally diverse world. It seeks to do this through the delivery of educational and cultural exchange programmes, which increase global understanding and intercultural knowledge. CIEE is established as a company limited by shares and has operated in London since 1986.

CIEE in London had previously worked through a contractual arrangement with the Foundation for International Education to offer its short-term summer courses. A strategic decision was made to develop CIEE study abroad provision in London and to establish this on an expanded and more independent basis. As a result, an entity called the Global Institute - London (the Institute) was established in 2014 and a Director and other full-time staff were appointed. In addition, premises were acquired in order to establish a more substantial presence. After a period of planning and development, the first students studying directly at the Institute were recruited in the summer of 2015. This Institute is the subject of this inspection and accredited by BAC.

The main governing body of the CIEE is the Academic Consortium Board (ACB). This is made up of representatives of the 350 USA higher education institutions that are members of CIEE. The ACB oversees all aspects of the CIEE's work and formally approves the programmes that it offers. The Institute in London is overseen by CIEE's Regional Director of Operations, for Northern Europe, who is based in Berlin. The previous head of the Institute is now based in Belfast and is the Academic Director for all the global institutes that have been set up under CIEE. Therefore, he also exercises academic oversight over the London Institute. The day-to-day management of the London Institute is carried out by its new Director.

The CIEE in London also works, through long-term partnership arrangements with London-based university institutions such as University College London (UCL), Goldsmiths and the University of Westminster, to provide study abroad programmes, which last for one semester or for a year. These are delivered by the universities and are not included in the provision that BAC accredits.

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

The Global Institute – London offers an Open Campus programme. This provides an intensive period of study and enables students to customise their study abroad programme through taking a choice of one, two, or three six-week blocks and choosing from a wide range of subject areas. The five available academic study tracks are Language, Literature and Culture; Business; Communications, Journalism and New Media; Global and Community Health and International Relations and Political Science. Students select two courses, from their chosen academic track, per six-week block. Relevant academic study tours, excursions and special activities are included in addition to the academic study track.

In addition, the Institute offers a Summer Open Campus programme, which consists of courses that are four, eight or 12 weeks long. They draw on the same subject areas as the Open Campus programme.

All students who participate are studying full-time at higher education institutions in the USA. Most are between the ages of 19 and 22. The Institute also has a number of Global Scholars among its participants. These are students who are studying one six-week block at each of CIEE's Global Institutes in London, Berlin, Rome and Paris.

At the time of the inspection, 76 students were enrolled on the Open Campus programmes. The majority were female and came from the USA. Other countries of origin included Japan, Poland, Taiwan, Nigeria, India and Eritrea. All students were over the age of 18.

### **3. Inspection process**

The inspection was carried out by one inspector over two hours. Meetings were held with the Academic Director, a group of students and the Student Life Assistant. A tour of the premises was also carried out and relevant documentation was scrutinised. The staff co-operated well and made themselves readily available to meet with the inspector.

### **4. Inspection history**

|                               |                   |
|-------------------------------|-------------------|
| Candidacy/Stage 2 inspection: | 21 January 2015   |
| Stage 3 inspection:           | 1 October 2015    |
| Interim:                      | 30 September 2016 |

## **PART B – JUDGMENTS AND EVIDENCE**

**The following judgments 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**

The previous head of the Institute has been appointed as the Academic Director of all the global institutes and is based in Belfast. Therefore, he provides an additional level of oversight for the Institute in London. The day-to-day management of the London Institute is carried out by its new Director, who started in June 2017. The new Director has an operational background and has, therefore, focused on the financial and operational management of the organisation.

A permanent Student Life Director has been appointed to look after the well-being and health and safety of the students. In addition, a Student Life Assistant started work in May 2017.

A new module called Sustainability and Environmental Studies is being developed and will start from Autumn 2018.

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

There were no action points in the last report.

### **3. Response to recommended areas for improvement in last report**

*The initial information provided to students should be broken down into smaller elements and presented so that it is more accessible to the students. This would ensure they fully understand what is expected of them and what it is like to study and live in the UK.*

The students still receive a full hard-copy handbook prior to arrival. In addition, they receive a one-page document regarding health and safety. Other pre-departure information is provided online through a Community Portal, which has useful links that enable the students to easily access information relating to, for example, housing and visas. In addition, students undertake an appropriate and comprehensive pre-departure course to help them prepare. Staff are able to track students' progress in reading this material. Students also receive a full orientation on arrival. As a result, they fully understand what is expected of them and can settle quickly into the course. Students confirm that they find the initial information helpful and accessible and that they were able to ask any questions directly to the staff in London.

*It is recommended that the Institute puts in place a schedule of regular inspections of the accommodation.*

The Student Life Director carries out appropriate regular checks of the accommodation. In addition, matters relating to accommodation, including any problems, are discussed at meetings of the Student Representative Council, which are occasionally held at the accommodation building. These meetings are recorded. The records include the action that is taken as a result of the discussion. Students confirm that the accommodation is pleasant and clean and that they can raise any problems relating to the accommodation and staff resolve them appropriately.

#### 4. Compliance with BAC accreditation requirements

##### 4.1 Management, Staffing and Administration (spot check)

|   | Met | Partially met | Not met |  |
|---|-----|---------------|---------|--|
| The standards are judged to be  | ✓   |               |         |  |
| <b>Comments</b>   |     |               |         |  |
| The Institute is well managed.  |     |               |         |  |
| Students are easily able to raise any issues and provide feedback to the staff. The staff are highly responsive and effectively implement the necessary improvements as a result of the feedback. |     |               |         |  |

##### 4.2 Teaching, Learning and Assessment (spot check)

|   | Met | Partially met | Not met |  |
|---|-----|---------------|---------|--|
| The standards are judged to be  | ✓   |               |         |  |
| <b>Comments</b>   |     |               |         |  |
| The students confirm that they enjoy the course delivery and appreciate the fact that there is a good range of study topics available.  |     |               |         |  |
| The lecturers, including guest lecturers, use a good range of interactive and engaging activities and are able to share their experience and engage well with the students. The programme includes relevant and well-organised excursions, which are appropriately linked to students' course of study. |     |               |         |  |
| There is a small but appropriately stocked library.   |     |               |         |  |

##### 4.3 Participant Welfare (spot check)

|   | Met | Partially met | Not met |  |
|---|-----|---------------|---------|--|
| The standards are judged to be  | ✓   |               |         |  |
| <b>Comments</b>   |     |               |         |  |
| The welfare of the students has a high priority. Arrangements to ensure the safety of the students are rigorous and include a briefing, by the police, about keeping safe in London.                    |     |               |         |  |
| The student representative council meets regularly to discuss any problems. It acts as an effective link between the students and staff and ensures that any issues can be raised and quickly resolved. |     |               |         |  |
| Students undertake a comprehensive induction, which is very helpful in enabling them to understand what is expected of them whilst on the course.   |     |               |         |  |

#### 4.4 Premises and Facilities (spot check)

|   | Met | Partially met | Not met |  |
|---|-----|---------------|---------|--|
| The standards are judged to be  | ✓   |               |         |  |
| <b>Comments</b><br><br>The premises are well maintained and decorated to a high level of quality. They include excellent spaces for the students to relax and work privately. |     |               |         |  |

## PART C – SUMMARY OF STRENGTHS AND ACTION POINTS

| <b>STRENGTHS</b>  |
|---|
| The Institute is well managed and the staff ensure that the students are well looked after and enjoy their experience of studying and living in London. |

| <b>ACTIONS REQUIRED</b> | <b>Priority<br/>H/M/L</b> |
|-------------------------|---------------------------|
| None                    |                           |

| <b>RECOMMENDED AREAS FOR IMPROVEMENT</b> |
|--|
| None                                     |

| <b>COMPLIANCE WITH STATUTORY REQUIREMENTS</b>               |            |
|---|------------|
| <b>Declaration of compliance has been signed and dated.</b> | <b>YES</b> |
| <b>Further comments, if applicable</b>                      |            |
|   |            |