



BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

INTERIM VISIT (Short Course Provider)

PROVIDER: Orange Tree Courses

ADDRESS: Tanglewood
Oxshott Road
Oxshott
Surrey
KT22 0ER

HEAD OF PROVIDER: Mr Elliott Porter

DATE OF VISIT: 22 August 2018

ACCREDITATION COMMITTEE DECISION AND DATE: Continued accreditation 29 November 2018

PART A - INTRODUCTION

1. Background to the provider

Orange Tree Courses (OTC/the Provider) is a private limited company which was incorporated in October 2016. The Provider is owned by two shareholders, who also act as the directors. They provide overall oversight of the summer school programme and carry out the day-to-day administration. The Provider's correspondence address is Tanglewood in Oxshott.

OTC provides English language tuition through summer schools, with an additional focus on developing leadership skills. OTC's aim is to combine educational and summer camp experiences so that learning English is exciting and enjoyable.

In 2017, the first summer school programme was held at Wycombe Abbey, Buckinghamshire. This is a boarding school offering training and sporting facilities as well as participant accommodation.

2. Brief description of the current provision

OTC offers one course called Future Leaders' Summer Camp. This is a two-week course designed for young people aged 10 to 18. The course consists of 30 hours of English tuition including speaking, reading and writing. The course includes lessons in etiquette and entrepreneurship. Participants carry out research projects in groups, the results of which are presented back to the other groups. In addition, participants undertake 20 hours of a chosen sport or activity designed to encourage team building and leadership skills. The courses also include three full-day excursions to London, Oxford, Stonehenge and Thorpe Park.

The trainers on the course are employed due to their specific experience and expertise. They are employed for the two-week duration of the course only.

There are no entry requirements for the courses. The participants are assessed, at the start of the programme, by means of appropriate English language placement tests to ensure that the English tuition is provided at an appropriate level for the participants. Courses are offered at the A1/A2, B1/B2, C1/C2 levels of the Common European Framework of Reference for Languages (CEFR). In 2017, OTC's courses were at B1/B2 and C1/C2 levels.

OTC offers two courses per year, which are open to participants from the UK and abroad. In 2017, OTC ran one course with participants from the United Kingdom (UK), Jordan, Italy and Russia. All participants, except for one, were under 18 years of age and the majority were female.

Two Future Leaders' Summer Camps were planned for July and August 2018. However, OTC cancelled the programmes as it was informed by Wycombe Abbey that refurbishments were being carried out during its summer break. OTC was not able to relocate the programme in time for the start of its summer programme. OTC plans to relocate its courses in 2019 and it is presently considering other venues for its courses next year.

3. Inspection visit process

The inspection was carried out by one inspector over half a day. The inspector met with the Company Director and the Course Director at OTC's registered correspondence address. The inspector also reviewed a wide range of documentation. The staff co-operated fully with the inspection and any information required was readily available and clearly presented.

4. Inspection history

Stage 2 Inspection: 7 April 2017

Stage 3 Inspection: 27-28 July 2017

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

There have been no significant changes since the last inspection.

2. Response to action points in last report

There were no action points in the previous report.

3. Response to recommended areas for improvement in last report

In undertaking group work in lessons, teachers should rearrange the desks to better facilitate participants working together in groups.

This recommendation remains in place, as OTC did not deliver any courses in 2018. The Directors confirmed that this will be actioned during its next programme of studies in 2019.

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	✓			
Comments				
<p>OTC has a well-established management team, which is responsible for the day-to-day administration of the Provider. Meetings are held between the Directors on a regular basis with action points identified, allocated and actioned in a timely manner.</p> <p>Effective administrative arrangements are in place and are appropriate for the size of the Provider. Communication between OTC's directors is immediate and actions taken are comprehensively recorded. OTC's correspondence address is also the home of the Company Director. The initial administration of the courses is carried out from this address.</p> <p>Relevant policies and procedures are clearly communicated to students and staff. OTC's student handbook contains a clear policy on the Provider's attendance requirements. However, this does not include information about punctuality.</p>				

4.2 Teaching, Learning and Assessment (spot check)

	Met	Partially met	Not met	
The standards are judged to be	✓			
Comments				
<p>OTC's overseas agents in Europe, China, Jordan and Russia ask participants to provide evidence of their language level and this is confirmed to OTC before they arrive in the UK. OTC's courses are available to students at all levels of English ability. Additional lessons are arranged for participants with a low ability level. Participants take a placement test on the first day of the course and they are then placed at the appropriate level.</p> <p>OTC's Head of Education, who is employed on a temporary basis prior to the courses starting, is an experienced English as a Foreign Language teacher. Additional teaching staff are employed when courses are confirmed. Trainers are appropriately qualified and knowledgeable about their subject area.</p>				

4.3 Participant Welfare (spot check)

	Met	Partially met	Not met	
The standards are judged to be		✓		
Comments				
<p>Participants have access to a fair complaints procedure which is widely available in OTC's student handbook, in the information accompanying the student booking form and on the website. However, participants are not informed of BAC's complaints procedure prior to or during enrolment.</p> <p>Participants' evaluation forms from OTC's 2017 course show a high level of satisfaction with the staff, activities and course content. All participants indicated that they felt more confident when using English.</p> <p>Both directors have completed certificated training in safeguarding and strategies to prevent participants from the risks associated with radicalisation and extremism. All staff undergo Disclosure and Barring Service (DBS) checks prior to confirmation of their employment as the majority of the Provider's participants are under 18 years of age.</p> <p>Detailed risk assessments have been completed and documented for participant accommodation, classrooms, activities and outings.</p>				

4.4 Premises and Facilities (spot check)

	Met	Partially met	Not met	NA
The standards are judged to be	✓			
Comments				
<p>At the time of the inspection no courses were in progress. The Directors of OTC will contact BAC when it locates a new venue for its courses in 2019.</p> <p>The registered correspondence address is the Company Director's home and is used for administration purposes when the course is not running. The home office is appropriate for the needs of the Provider.</p>				

PART C – SUMMARY OF STRENGTHS AND ACTION POINTS

STRENGTHS
<p>OTC has a well-established management team, which is enthusiastic about offering high quality provision suited to the needs of their participants.</p> <p>The Provider's policies and procedures are relevant, clear and well-documented and are accessible to participants and staff.</p> <p>Previous participants have indicated their satisfaction with the course. They have also indicated that they felt fully supported during their attendance on the course.</p>

ACTIONS REQUIRED	Priority H/M/L
BAC's complaints procedure must accompany OTC's complaints procedure in the student handbook, the information accompanying the student booking form and the Provider's website to ensure that participants are fully informed of their rights.	M

RECOMMENDED AREAS FOR IMPROVEMENT
<p>In undertaking group work in lessons, teachers should rearrange the desks to better facilitate participants working together in groups.</p> <p>It is recommended that a policy on punctuality should be added to the student handbook to ensure that participants are clear on the attendance requirements for the course.</p>

COMPLIANCE WITH STATUTORY REQUIREMENTS	
Declaration of compliance has been signed and dated.	YES
Further comments, if applicable	
The Provider will notify BAC if a new location is secured for its 2019 provision.	