

BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

Short Course Provider (SCP) Candidacy / Stage 2 Inspection

NAME OF PROVIDER: Your English Summer

ADDRESS: 34 Newton Road
Leeds
West Yorkshire
LS7 4HE

HEAD OF PROVIDER: Mr Raphael Miller

DATE OF INSPECTION: 14 December 2018

ACCREDITATION STATUS AT INSPECTION: Unaccredited

DECISION ON ACCREDITATION:

- Accreditation awarded for six months
- Decision on accreditation deferred
- Award of accreditation refused

DATE: 1 March 2019

1. Background to the institution

Your English Summer (YES/the Provider) is a privately-owned English language summer school, offering short non-accredited residential courses for international students aged 13 to 16. The courses are made up of English as a Foreign Language and a social programme of activities and excursions. The courses are delivered at Liverpool College, an academy for pupils aged 4 to 18 in Mossley Hill, Liverpool.

The Provider aims to provide a summer school experience in the safest and most comfortable environment possible and offers international students the opportunity to develop their English language skills and build self-confidence.

The Provider currently has one full-time member of staff, who is the sole proprietor and Director of the business. The company was established in September 2017 and delivered its first summer school programme during the summer of 2018. The Director appointed a small team of temporary teachers and activity leaders for the duration of the summer school in 2018. There are no other employees, governors or trustees currently employed by the Provider.

2. Brief description of the current provision

The YES summer school programme content comprises English as a Foreign Language, along with a schedule of social activities. The English component is offered at five levels, which are Elementary and Beginner, Pre-intermediate, Intermediate, Upper-intermediate and Advanced. The programmes can be studied over a two, three or four-week period.

The social programme includes a range of sporting and other activities, including tennis, rounders, basketball, baking, music, cinema, quiz nights and team games nights. Participants also attend weekly excursions to local tourist and cultural attractions.

The maximum class size is 14 participants, and the current overall capacity is 84 participants. The number of participants attending the 2018 summer school was 23, of which a small majority was male. All the participants were from countries within the European Union (EU), and all were aged 13 to 16.

3. Inspection process

One inspector carried out the inspection over one day. The inspection took place in a hired meeting room. Discussions were held with the Director, who is currently the sole employee of the business. Documentation submitted before and during the inspection was scrutinised, and the director cooperated very well with the inspector.

PART B - JUDGMENT 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 organisation.

INSPECTION AREA - MANAGEMENT, STAFFING AND ADMINISTRATION

1. The provider is effectively managed

1.1	The management structure is clearly defined, documented and understood, including the role and extent of authority of any owners, trustees or governing body.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
1.2	The head of the provider and other senior managers are suitably qualified and experienced, understand their specific responsibilities and are effective in carrying them out.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
1.3	There are clear channels of communication between the management and staff and those working at the delivery venue/s.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

This standard is judged to be:

Met Partially Met Not Met

Comments

The Provider is effectively managed. The Director has significant experience in the management and delivery of summer schools and has a clear vision for the future direction of the business.

The management structure is clear and envisages the appointment of a director of studies and a senior activity leader for the duration of each summer school. The managers and other staff will be onsite throughout each programme to facilitate good communication.

2. The administration of the provider is effective

2.1	Administrators are suitably qualified or experienced and understand their specific responsibilities and duties.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
2.2	The size of the administrative team is sufficient to ensure the effective day-to-day running of the provider.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
2.3	The administrative support available to the management is clearly defined, documented and understood.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
2.4	Policies, procedures and systems are well documented and effectively disseminated across the provider.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
2.5	Data collection and collation systems are effective.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

This standard is judged to be:

Met Partially Met Not Met

Comments

The Director is responsible for all aspects of administration, including the day-to-day running of the business, and is suitably experienced to carry this out effectively.

Policies and procedures are thorough and up-to-date and cover all relevant aspects of the business, such as activity supervision, health and safety and data protection. Policies and procedures will be reviewed annually.

Data collection and collation systems are adequate. The Director anticipates that additional administrative support will be required once the recruitment of staff and students for future summer schools has commenced.

3. The provider employs appropriate managerial and administrative staff

3.1	There are appropriate policies and effective procedures for the recruitment and continuing employment of suitably qualified and experienced staff.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
3.2	Experience and qualifications claimed are verified before employment.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
3.3	There is an effective system for regularly reviewing the performance of staff.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

This standard is judged to be:

Met Partially Met Not Met

Comments

Your English Summer has appropriate policies for the recruitment and employment of suitably qualified and experienced temporary staff for the summer schools. The Director has prepared appropriate job specifications and job descriptions for the future management and administrative roles. There are appropriate procedures in place to ensure that experience and qualifications claimed are verified before employment.

The Director will introduce a system for reviewing staff performance if any managerial or administrative staff are appointed. A system was established in 2018 for reviewing all teachers and activity leaders who participated at the 2018 summer school, and the Director carried out a formal observation of all staff. The Director plans to conduct a similar exercise at all future summer schools, with the addition of a formal review meeting at the end of each course for all staff to review what went well and what needed to improve.

4. Publicity material, both printed and electronic, gives a comprehensive, up-to-date and accurate description of the provider and its curriculum

4.1	Text and images provide an accurate depiction of the provider's location, premises, facilities and the range and nature of resources and services offered.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
4.2	Information on the courses available is comprehensive, accurate and up-to-date.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

This standard is judged to be:

Met Partially Met Not Met

Comments

The publicity material includes a professionally produced colour brochure and a website. Both provide comprehensive, accurate and up-to-date information about the programme offered and the facilities that will be available at the summer school campus.

5. The provider takes reasonable care to recruit and enrol suitable participants for its courses

5.1	Entry requirements for each course are set at an appropriate level and clearly stated in the course descriptions seen by prospective participants.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> NA
5.2	A formal application process ensures that participants meet the entry requirements and any claimed qualifications are verified.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> NA
5.3	The provider replies to all application enquiries promptly and appropriately and briefs all stakeholders properly on the nature and requirements of its programmes.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> NA
5.4	Any overseas recruitment agents are properly selected, briefed, monitored and evaluated.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input checked="" type="checkbox"/> NA

This standard is judged to be:

Met Partially Met Not Met

Comments

There are no formal entry requirements, other than that applicants must be aged 13 to 16 years old and have a basic level of English language. This is assessed in more detail by a placement test at the start of each summer school which enables the Provider to allocate the participants to one of the five English programme levels. Applications are submitted and processed online. At the time of this inspection visit, no formal enrolments had taken place for the next summer school, so the adequacy of the application process and promptness of replies cannot be fully assessed until the Stage 3 inspection.

Formal enquiries are followed up personally by the Provider and appropriate information is given to both prospective candidates and their parents.

The Director is in the process of appointing a panel of overseas recruitment agents. The Director has informal contacts in overseas language schools and plans to engage a small panel of overseas recruitment agents under a contract. This process will be fully inspected at the Stage 3 inspection.

6. There is an appropriate policy on participant attendance and effective procedures and systems to enforce it

6.1 There is an appropriate, clear and published policy on participant attendance and punctuality. Yes No

This standard is judged to be: Met Partially Met Not Met

Comments

Attendance at all elements of the summer school is compulsory and is clearly explained in the course rules and at induction.

INSPECTION AREA – PARTICIPANT WELFARE

17. Participants receive pastoral support appropriate to their age, background and circumstances

17.1 There is at least one named staff member responsible for participant welfare who is suitably trained, accessible to all participants and available to provide. Yes No NA

17.2 Participants receive appropriate advice before the start of the programme. Yes No

17.3 Participants receive an appropriate induction and relevant information at the start of the programme. Yes No

17.4 Participants are issued with a contact number for out-of-hours and emergency support. Yes No NA

17.5 The provider has policies in place to avoid discrimination and a published procedure for dealing with any abusive behaviour. Yes No

17.6 Effective safeguarding arrangements are in place and are regularly reviewed to keep all participants safe. Yes No NA

17.7 Effective arrangements are in place to protect participants from the risks associated with radicalisation and extremism. Yes No

This standard is judged to be: Met Partially Met Not Met

Comments

The Director is the designated safeguarding lead and has overall responsibility for all aspects of participant welfare. He has received appropriate training. Apart from the director, there is no senior member of staff who is qualified to assume responsibility for participant welfare during the summer schools.

Participants and their families are sent a course welcome pack prior to their arrival, which includes a welfare guide, and provides advice on issues such as first aid and homesickness. All participants take part in an induction at the start of their summer school. This includes a welcome talk on their first day, covering course rules, course content, an introduction to the teaching and activity staff and a tour of the Liverpool College campus. Participants are given a contact number for out-of-hours and emergency use.

The Provider has up-to-date policies and procedures to avoid discrimination and to deal with abusive behaviour.

There are appropriate arrangements for safeguarding. Training is provided to summer school staff during the induction prior to the arrival of students. There is a participant supervision policy, which ensures that participants are fully supervised and escorted from one part of the campus to another, and throughout all off-site social and cultural activities. A detailed activity and excursion risk assessment has been carried out for all events during the summer school. Appropriate checks are carried out on all staff.

17.6 However, the Director has not yet contacted the Local Safeguarding Children's Board in Liverpool to notify them of his role, obtain copies of their current safeguarding policies and procedures, and to ascertain whether they have any specific requirements regarding the summer school's use of Liverpool College.

It is proposed that referees for prospective summer school staff are also asked about suitability for working with children as part of the application process, and enhanced Disclosure and Barring Service (DBS) checks are routinely repeated for returning members of staff.

There are appropriate arrangements to protect participants from the risks associated with radicalisation and extremism. Training is provided to summer school staff during their induction.

18. International participants are provided with specific advice and assistance

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|------|---|---|-----------------------------|
| 18.1 | International participants receive appropriate advice before their arrival on travelling to and staying in the UK. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| 18.2 | International participants receive an appropriate induction upon arrival covering issues specific to the local area. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| 18.3 | Information and advice specific to international participants continues to be available throughout the course of study. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| 18.4 | Provision of support takes into account cultural and religious considerations. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |

This standard is judged to be:

Met Partially Met Not Met NA

Comments

All travel to the UK is arranged by participants and their families independently. However, assistance with travel arrangements is provided on request. An airport transfer service is also provided to ensure participants are supervised at all times. The welcome talk covers all aspects of the programme and offers participants an introduction to Liverpool in advance of the excursions and other social activities.

Ongoing advice and assistance are provided by members of staff during the programme and, where possible, cultural and religious considerations are taken into account, for example, through the provision of a prayer room or specific food.

19. The fair treatment of participants is ensured

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|------|---|---|-----------------------------|
| 19.1 | Participants apply for and are enrolled on courses under fair and transparent contractual terms and conditions. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| 19.2 | Participants have access to a fair complaints procedure of which they are informed in writing at the start of the course. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |

This standard is judged to be:

Met Partially Met Not Met

Comments

Clear and fair booking terms and conditions are clearly indicated on the booking pages of the website.

Participants and their families are sent a copy of the participant complaints procedure as part of the course welcome pack prior to their arrival.

20. Where residential accommodation is offered, it is fit for purpose, well maintained and appropriately supervised

- | | | | |
|------|--|------------------------------|---|
| 20.1 | Any residential accommodation is clean, safe and of a standard which is adequate to the needs of participants. | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 20.2 | Any residential accommodation is open to inspection by the appropriate authorities, including Ofsted where participants under 18 are accommodated. | <input type="checkbox"/> Yes | <input type="checkbox"/> No <input type="checkbox"/> NA |
| 20.3 | Clear rules and fire, health and safety procedures are in place, with appropriate precautions taken for security of participants and their property. | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 20.4 | A level of supervision is provided appropriate to the needs of participants. | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 20.5 | Separate accommodation blocks are provided for participants under 18. | <input type="checkbox"/> Yes | <input type="checkbox"/> No <input type="checkbox"/> NA |

This standard is judged to be:

Met Partially Met Not Met NA

Comments

It is not possible, at this stage, to form a judgment about the quality of the accommodation to be used, because the facilities will not be hired until the summer. A judgment will be possible at the Stage 3 inspection.

21. Where home-stay accommodation is organised, the welfare of participants is ensured and the provider's relationship with hosts is properly managed

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|------|---|------------------------------|-----------------------------|
| 21.1 | Due care is taken in selecting home-stay accommodation which both provides a safe and comfortable living environment for participants and is appropriately located for travel to the provider and back. | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 21.2 | Any home-stay accommodation is inspected before participants are placed and is subject to regular re-inspection by a responsible representative or agent of the provider. | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 21.3 | The provider has appropriate contracts in place with any hosts, clearly setting out the rules, terms and conditions of the provision. | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 21.4 | Appropriate advice and support is given to both hosts and participants before and during the placement. | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 21.5 | Clear monitoring procedures are in place with opportunities for participant feedback and prompt action taken in the event of problems. | <input type="checkbox"/> Yes | <input type="checkbox"/> No |

This standard is judged to be:

Met Partially Met Not Met NA

Comments

22. The provider provides an appropriate social programme for participants and information on leisure activities in the area

22.1	Participants are provided with appropriate information on opportunities for participation at events and other leisure activities which may be of interest.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
22.2	The social programme is responsive to the needs and wishes of participants.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> NA
22.3	Any activities within the social programme have been chosen with consideration for their affordability by the majority of participants.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> NA
22.4	Any activities organised by the provider are supervised by a responsible representative with suitable qualifications and experience.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> NA

This standard is judged to be:

Met Partially Met Not Met NA

Comments

The social programme is an important element of every summer school. There is a daily afternoon and evening programme of activities, including tennis, rounders, basketball, baking, music, cinema, quiz shows and games nights.

There are also sightseeing excursions, for example, a tour of Liverpool, and visits to the Albert Dock and Tate Art Gallery. The social programme has proved popular with participants and their parents. Information about all aspects of the social programme is explained in advance and all activities are supervised at all times by designated activity leaders, who have the appropriate qualifications and experience.

INSPECTION AREA – PREMISES AND FACILITIES

23. The provider has secure possession of and access to its premises

23.1	The provider has secure tenure on its premises.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> NA
23.2	Where required, the provider has access to suitable external premises for training purposes of a temporary or occasional nature.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> NA

This standard is judged to be:

Met Partially Met Not Met

Comments

The Provider has a formal agreement with Liverpool College for the use of teaching, residential and social facilities on the school campus. This agreement will be revised once the summer school's requirements for the 2019 programme are confirmed.

24. The premises provide a safe, secure and clean environment for participants and staff

24.1	Access to the premises is appropriately restricted and secured.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
24.2	The premises are maintained in an adequate state of repair, decoration and cleanliness.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	

24.3	There are specific safety rules in areas of particular hazard (e.g. science laboratories), made readily available to participants, staff and visitors.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> NA
24.4	General guidance on health and safety is made available to participants, staff and visitors.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
24.5	There is adequate signage inside and outside of the premises and notice boards for the display of general information.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
24.6	There is adequate circulation space for the number of participants and staff accommodated, and a suitable area in which to receive visitors.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
24.7	There are toilet facilities of an appropriate number and level of cleanliness.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
24.8	There is adequate heating and ventilation in all rooms.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	

This standard is judged to be:

Met Partially Met Not Met

Comments

It is not possible, at this stage, to form a judgment about the quality of the premises to be used, because the facilities at Liverpool College will not be hired until the summer. A judgment will be possible at the Stage 3 inspection.

25. Training rooms and other learning areas are appropriate for the courses offered

25.1	Training rooms and other learning areas provide adequate accommodation in size and number for the classes allocated to them.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
25.2	Training rooms and/or any specialised learning areas (e.g. laboratories, workshops, studios) are equipped to a level which allows for the effective delivery of each course.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
25.3	There are facilities suitable for conducting the assessments required on each course.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> NA

This standard is judged to be:

Met Partially Met Not Met

Comments

It is not possible, at this stage, to form a judgment about the quality of the premises to be used, because the facilities at Liverpool College will not be hired until the summer. A judgment will be possible at the Stage 3 inspection.

26. There are appropriate additional facilities for participants and staff

26.1	Participants have access to sufficient space and suitable facilities for private study, including library and IT resources.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> NA
26.2	Trainers have access to sufficient personal space for preparing lessons, marking work and relaxation.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> NA
26.3	Participants and staff have access to space and facilities suitable for relaxation and the consumption of food and drink where appropriate.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> NA
26.4	Participants and staff have access to storage for personal possessions where appropriate.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> NA
26.5	There are individual offices or rooms in which trainers and senior management can hold private meetings and a room of sufficient size to hold staff meetings.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
26.6	Administrative offices are adequate in size and resources for the effective administration of the provider.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	

This standard is judged to be:

Met

Partially Met

Not Met

Comments

It is not possible, at this stage, to form a judgment about the quality of the premises to be used, because the facilities at Liverpool College will not be hired until the summer. A judgment will be possible at the Stage 3 inspection.

COMPLIANCE WITH STATUTORY REQUIREMENTS

Declaration of compliance has been signed and dated

Yes No

PART C - SUMMARY OF STRENGTHS AND ACTION POINTS

Numbering of action points aligns with that of the minimum standards

MANAGEMENT, STAFFING AND ADMINISTRATION

Provider's Strengths

The director has significant experience in the management and delivery of summer schools.

Policies and procedures are thorough and up-to-date and cover all aspects of the provision.

Publicity material is accurate and up-to-date and produced to a high professional standard.

Actions Required	Priority H/M/L
None	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low

PARTICIPANT WELFARE

Provider's Strengths

Actions Required	Priority H/M/L
17.6 The Director must establish contact with the Local Safeguarding Children's Board.	<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low

PREMISES AND FACILITIES

Provider's Strengths

Actions Required	Priority H/M/L
None	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low

RECOMMENDED AREAS FOR IMPROVEMENT

To be reviewed at the next inspection

The Provider should consider the appointment of a senior member of staff with overall responsibility for welfare.

Enhanced DBS checks must be repeated for returning members of staff on a periodic basis.

It is recommended that that referees for prospective summer school staff are also asked about suitability for working with children as part of the application process.

COMPLIANCE WITH STATUTORY REQUIREMENTS

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