



**EDUCATIONAL OVERSIGHT INSPECTION OF PRIVATE FURTHER
EDUCATION COLLEGES AND ENGLISH LANGUAGE SCHOOLS**

BLOOMSBURY INTERNATIONAL

(Company Registration No. - 3586081)

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| Student Services Manager | Ms Louise Newman |
| Proprietor | Mrs Mie Mori |
| Age Range | 7+ |
| Total number of students | 84 |
| Numbers by age and type of study | Under 16: 0 16 – 18 0 18+: 84 EFL only: 84 |
| Inspection dates | 11-13 October 2016 |

PREFACE

This inspection report follows the Framework for Educational Oversight of private further education colleges and English language schools. The inspection consists of a three-day team inspection of the institution's educational provision.

The ISI is an approved Educational Oversight body authorised by the Home Office to inspect privately funded further education colleges and English language schools in England and Wales offering courses on the Qualifications and Credit Framework. It is designed to improve the quality of education on offer to international students who attend UK colleges through Tier 4 of the points-based system for student visas.

ISI inspections are required to:

- Report on the extent to which colleges comply with the published Educational Oversight Standards;
- Assess and report on the quality of educational outcomes and provision;
- Where applicable, make recommendations outside the scope of the Standards to support continued improvement of quality.

Inspection provides objective and reliable reports on the quality of colleges, and by placing reports in the public domain, makes this information available to students, Government and the wider community. Inspection takes account of the context of each individual college, and of how it evaluates its own performance and demonstrates its success.

The inspection of the college is from an educational perspective and provides limited inspection of other aspects, though inspectors will comment on any significant hazards or problems they encounter which have an adverse impact on students. The inspection does not include:

- (i) an exhaustive health and safety audit;
- (ii) an in-depth examination of the structural condition of the college, its services or other physical features;
- (iii) an investigation of the financial viability of the college or its accounting procedures;
- (iv) an in-depth investigation of the college's compliance with employment law.

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1. CHARACTERISTICS AND CONTEXT

- 1.1 Bloomsbury International is a private education institution located in the centre of London. Established in 2004 it is a private company limited by shares and is governed and owned by its director. The school's mission is to provide students with a practical and meaningful use of the English language with courses adapted to meet their needs. It aims to enable students to develop the ability to express themselves successfully and confidently in English.
- 1.2 The school occupies three adjoining buildings, one of which is dedicated to young learners. It offers study programmes to adult students (18 years or more), junior students (16-17 years) as well as open and closed group study for those under 16 years. In addition to general English courses, many students are enrolled on examination preparation courses for the International English Language Testing System (IELTS) tests and the Cambridge suite of examinations as preparation for entry to higher education courses.
- 1.3 At the time of the inspection there were 84 students. All are over 18 years and the majority are female and come from Europe or Asia. English is an additional language (EAL) for all students. The school has not identified any students with special educational needs and/or disabilities (SEND). The school receives bookings direct from students and through its network of agents. The vast majority of courses are run on a continuous enrolment basis.
- 1.4 The school was last inspected on the 2-3 September 2015 when it met all Key Standards and the quality of education was judged to exceed expectations.

2. SUMMARY OF FINDINGS

- 2.1 **The language school exceeds expectations for the quality of education.** At the time of the inspection, all Standards for Educational Oversight were met and quality is excellent.
- 2.2 The quality of the curriculum, teaching and learners' achievements is excellent. A wide range of high quality courses are offered that fully meet the needs and aspirations of the students' and provides clear routes to further study. Courses on offer to Tier 4 students meet the definition of an approved qualification, as set out in the Home Office guidance. Initial assessment prior to and on arrival is accurate and is highly effective in placing students on the right of course in accordance with their abilities. Teaching is outstanding and ensures that high levels of progress are maintained. Teachers have excellent subject knowledge and use a wide range of effective teaching methods to inspire and keep the students' interest. The use of technology in lessons is excellent and is highly effective in supporting learning. Feedback on students' written work is thorough, timely and clearly identifies suggestions for improvement. Overall, students' achievements and progress are excellent.
- 2.3 Arrangements for the health, safety and welfare of students are excellent. The school's building is very well maintained and provides a comfortable environment which effectively supports learning. A comprehensive range of health and safety policies and procedures is in place and implemented effectively. As a result, the school provides a safe and secure learning environment for students and staff. Fire precautions, drills and evacuations are systematically undertaken and are clearly understood by all students and staff. Student registration and attendance records are accurate, extremely well managed and are highly effective in monitoring attendance and taking necessary action. Procedures for reporting to the Home Office are highly secure. Pastoral care is excellent and provides a high level of support and guidance for students. Relationships between staff and students are excellent. Arrangements for the safeguarding of students under the age of 18 are excellent and reflect official guidance. Students report that they are happy and very well supported. The quality of residential accommodation is good. Facilities are of a good standard and detailed risk assessments are carried out. However, electrical appliances are not clearly marked as having been PAT tested. As a result, it is not clear to those using the appliance if or when it has been tested.
- 2.4 The effectiveness of governance, leadership and management is excellent. The proprietor provides comprehensive oversight and discharges their responsibilities for financial planning and investment in the future very well. The proprietor takes an active role in the work of the school and is highly effective in supporting its aims, monitoring performance and bringing about improvement. As a result, the standards in the quality of education have been improved and the high standards of care for students maintained. Leadership and management are excellent. Roles and responsibilities are clearly defined and there is highly effective communication between managers and other staff. Effective policies and procedures are introduced,

implemented and monitored appropriately. Mechanisms to monitor quality and the tracking of student progress is excellent. Self-evaluation is well developed and performance data is used systematically to evaluate and improve performance on the different courses offered. The school successfully attracts highly qualified and experienced teachers and managers. Procedures for the recruitment of staff are excellent, in accordance with legal requirements and official guidance, with all appropriate checks undertaken.

3. THE QUALITY OF THE CURRICULUM, TEACHING AND LEARNERS' ACHIEVEMENTS

3.(a) Assessment of students prior to or on arrival

- 3.1 The assessment of students prior to, and on, arrival is excellent. Detailed entry criteria are set and used very effectively to provide accurate and appropriate advice and guidance to prospective students. On arrival, comprehensive testing and one-to-one interviews ensure students have the appropriate level of initial language skills for their selected programme of study. The process is accurate and students are highly satisfied with their course placements. The continuous enrolment system is very well managed and allows students to apply and join classes at any time.
- 3.2 Initial course reviews and regular tutorials clearly identify if the course is of an appropriate level. Teachers use this information very well to guide their planning and where necessary provide in class support. Detailed advice is provided to students if they wish to change or move between classes.
- 3.3 High quality information, advice and guidance are made available to students through the school's website. The website is detailed, professional and includes accurate information about the curriculum and other facilities on offer. Students confirm that they are highly satisfied with the pre-enrolment advice they receive from the school.

3.(b) Suitability of course provision and curriculum

- 3.4 The suitability of course provision and curriculum is excellent. A clear statement of educational purpose is effectively supported by detailed syllabi and lesson plans. As a result, students are very well educated in line with the school's aims and their needs and expectations. The curriculum is broad, flexible and enables students to make rapid progress. Retention on all courses is very high, with almost all students completing their programme of study. The range of courses and levels available provide students with excellent progression opportunities in line with Common European Framework of Reference for languages (CEFR).
- 3.5 Student evaluation is very well integrated into all courses and the school makes effective use of student feedback to inform curriculum planning and assessment. Courses on offer to Tier 4 students meet the definition of an approved qualification, as set out in the Home Office guidance.
- 3.6 Courses match those listed on the website and in other marketing materials.

3.(c) The quality of teaching and its impact on learning

- 3.7 The quality of teaching and its impact on learning is outstanding. Students' achievements are promoted by interesting and highly stimulating lessons. Thorough planning and an extensive understanding of the needs of their students allow

teachers to successfully adapt lessons to meet individual learning needs and effectively challenge students.

- 3.8 Teachers have excellent subject knowledge and are highly effective at building students' enthusiasm and confidence for learning. Relationships at all levels are extremely productive, with teachers and students working collaboratively to enhance learning and progress. Lessons proceed at a brisk pace and provide excellent opportunities for students to participate and practice their language skills. A wide range of activities and approaches stimulates their interest, enabling them to make rapid progress. Teachers ask searching questions that prompt students to think and respond successfully. High quality resources and the use of technology effectively promote and support learning. Students work extremely well in groups, showing excellent co-operative learning and independence.
- 3.9 Assessment is regular, thorough and accurately identifies strengths and weaknesses in the students' progress. Written feedback is positive, encouraging, accurate and clearly identifies areas for improvement. Arrangements for tracking students' progress are outstanding. The progress of each student is very carefully tracked, allowing managers, teachers and students to monitor their progress effectively.

3.(d) Attainment and progress

- 3.10 Progress and attainment are excellent. In classes, students quickly master and build confidence in their English language skills, demonstrating skills as confident, independent users of the language. The evidence from lesson observation and scrutiny of work shows that overall, learners are able to acquire new knowledge and make excellent progress in the four skills of reading, writing, listening and speaking.
- 3.11 Students report that they are very happy with the progress that they are making. The results of students who sit examinations are excellent. Attendance levels are high and punctuality excellent.

4. STUDENTS' WELFARE, INCLUDING HEALTH AND SAFETY

4.(a) Health, safety and security of the premises

- 4.1 Arrangements for the health, safety and security of the school's premises are excellent. Comprehensive and detailed policies and procedures are well implemented to ensure the health and safety of students and staff, and the security of the premises. The premises are very well maintained and enhance the students' education and time at the school. Classrooms are spacious, light and well furnished. All electrical equipment is tested regularly as required. Toilet facilities are adequate in number and well maintained. Security arrangements are very good. As a result, students report that they feel safe, secure and comfortable.
- 4.2 Comprehensive measures are taken to reduce risk from fire and other hazards which conform to legal requirements. Health and safety policies and procedures are excellent, with clearly allocated responsibilities. Comprehensive general and fire risk assessments are carried out with clear follow-up actions. These are appropriately monitored and reviewed by managers. Detailed individual risk assessments are carried out for organised off-site activities. An appropriate number of trained fire marshals and first aiders are in place as well as first aid kits and accident books. Fire action notices are clearly displayed and fire exits are well signposted. Fire protection equipment is properly sited and regularly checked. Regular fire drills are carried out which are well recorded. Staff and students are aware of their responsibilities and have received detailed health and safety training.
- 4.3 Proper provision is made for students who are ill or injured. Due to the age of the building, the school is not accessible by wheelchair users.

4.(b) Student registration and attendance records

- 4.4 Arrangements for student registration and attendance recording are excellent. Admission procedures are detailed and properly observed. A central register is accurately maintained and individual student files contain relevant information on admission details, academic records and, where appropriate, copies of student visas.
- 4.5 Daily attendance is accurately recorded and closely monitored with unexpected absence followed up on the same day. Communication between administrators and academic tutors is excellent and effectively identifies students who are late or who fail to attend sessions.
- 4.6 Management and administrative staff have a clear understanding of Home Office requirements regarding the enrolment and attendance requirements for students and adhere to them rigorously. Accurate records of all these matters are recorded on the school's database and in students' individual files.
- 4.7 Clear policies and procedures are in place for the collection and refund of student fees and deposits. The policy is fair and applied consistently.

4.(c) Pastoral support for students

- 4.8 Pastoral support for students is excellent. Staff provide highly effective support and guidance in accordance with the students' needs. Staff are caring and provide a high level of personal support. A comprehensive induction, system of progress reviews and attendance reports ensures that students' personal and academic development is reviewed regularly. Students know who to go to if they have a personal problem and report that they feel confident to approach members of staff for help.
- 4.9 Relationships between staff and students and amongst the students themselves are excellent, with a strong culture of mutual respect, integration and tolerance. A wide range of policies and procedures reinforce this culture and the expectations of behaviour and conduct. The school has clear anti-bullying and harassment policies and procedures, and students report no instances of such behaviour. Students report that the school is providing them with a very safe and comfortable environment which is highly effective in meeting their learning needs. Nearly all would recommend the school to others.
- 4.10 Effective careers advice ensures that students are very well prepared for further study choices and life beyond the school. Students regularly participate in a wide range of high quality enrichment and social activities and excursions, which effectively enhances their learning.

4.(d) Safeguarding for under 18s

- 4.11 Safeguarding arrangements for students under the age of 18 are excellent. Arrangements have proper regard to official guidance and the implementation of all strategies is frequently checked by senior managers. There is a designated child protection officer in place who is appropriately trained. All staff are subject to Disclosure and Barring Service (DBS) checks prior to or on appointment, and accurate records are maintained by the school.
- 4.12 A range of suitable safeguarding policies is in place and effectively implemented. Staff are made aware of safeguarding issues through appropriate training.

4.(e) Residential accommodation

- 4.13 The quality of residential accommodation is good. Facilities are of a good standard and students report that they are satisfied with their accommodation. Detailed risk assessments of residential accommodation are carried out, and students are regularly asked for feedback. However, electrical appliances are not clearly marked as having been PAT tested. As a result, it is not clear to those using the appliance if or when it has been tested. Appropriate evening activities are arranged.
- 4.14 The arrangements for home-stay accommodation are excellent. Accommodation is of a high standard and very well managed. A rigorous approach to host family placements is taken. Care and attention are given to ensure the best possible experience for students. Students are effectively matched to home-stay families

according to their needs and requirements. As a result, students report that they are very satisfied with their host families and the standard of their accommodation.

5. THE EFFECTIVENESS OF GOVERNANCE, LEADERSHIP AND MANAGEMENT

5.(a) Ownership and oversight

- 5.1 Governance and oversight are excellent. The educational direction of the school is clear and fully understood by staff. The focus of governance has a clear emphasis on supporting students and developing and maintaining high academic standards. The proprietor is also the principal and due to her day-to-day role in the school effectively monitors performance and provides excellent support to managers and other staff. As a result, the standards in the quality of education have been improved and the high standards of care for students maintained. Policies and procedures are well developed, regularly reviewed and effectively contribute to the quality of education and the care of students. Relationships between the proprietor and the senior leadership team are excellent.
- 5.2 Comprehensive oversight ensures that the school meets its obligations with regard to safeguarding, health and safety and fire safety, including all statutory duties in respect of students under the age of 18. Financial management is highly effective and ensures that excellent teaching and learning resources are in place. All necessary legal permissions are in place for the use of the premises, including relevant insurances and licenses.

5.(b) Management structures and responsibilities

- 5.3 Management structures and responsibilities are excellent. Leaders are highly successful in sharing the organisational vision and development plans with staff. As a result, appropriate action is taken with regard to course development, maintenance of premises and student welfare and accommodation. Self-evaluation is well developed and provides an accurate account of the school's key strengths and areas for development. Managers are highly effective in monitoring procedures and evaluating outcomes to ensure high standards of academic and personal development continue. A culture of caring for students is successfully embedded throughout the whole organisation and this ensures that all decisions and actions consider the student experience and meet students' needs.
- 5.4 A clear management structure effectively ensures that roles and responsibilities of staff are clear and well understood. Communication between all staff is excellent. Staff and students report that they have excellent opportunities to express their views on issues and that the school is responsive to their comments.
- 5.5 The school is highly successful in securing and retaining well-qualified staff. An effective system of staff review is in place and this is used to ensure staff are well qualified for the work they do, and are appropriately supported by the management team. An excellent programme of staff development is in place to effectively ensure that staff are appropriately trained for their roles.

5.(c) Quality assurance including student feedback

- 5.6 Quality assurance including student feedback is excellent. There is a strong culture of improvement in the school, with self-assessment regularly undertaken. Student feedback is collected systematically through questionnaires and discussions with students. This feedback is effectively analysed, shared with staff and managers and used regularly to inform teacher development, academic action planning and the identification of school priorities. End-of-course questionnaires are analysed by senior managers and changes are implemented if appropriate. Performance data is available and is effectively summarised to ensure key issues are highlighted for leaders and managers.
- 5.7 The complaints procedure is clear and appropriate. Complaints are handled and reported on effectively which has a direct impact on quality assurance and improvement planning.
- 5.8 Appropriate arrangements for the protection of student fees are in place.

5.(d) Staff recruitment, qualifications and suitability checks

- 5.9 Staff recruitment, qualifications and suitability checks are excellent. Very well-qualified staff are secured through a thorough and efficient staff recruitment policy. All required recruitment checks have been carried out in a timely manner and appropriately recorded. The process to validate references and qualifications is excellent, clear and has due regard to statutory requirements. A central record of appointments is in place and effectively monitored by senior staff.

5.(e) Provision of information

- 5.10 Provision of information is excellent. The website is clear and user-friendly. Prospective students are able to access accurate and highly relevant information to inform their study choices.
- 5.11 The school were very responsive in providing information for the inspection in a timely manner.

6. ACTIONS AND RECOMMENDATIONS

Recommendations for further improvement

In order to further improve the excellent quality provided, the language school should:

- Ensure electrical appliances in residential accommodation are clearly marked as having been PAT tested.

INSPECTION EVIDENCE

The inspectors observed lessons, conducted formal interviews with students and examined samples of students' work. They held discussions with senior members of staff and with the proprietor and attended registration sessions. Inspectors visited residential accommodation. The responses of staff and students to confidential pre-inspection questionnaires were analysed, and the inspectors examined regulatory documentation made available by the school.

Inspectors

| | |
|-------------------------|----------------|
| Dr Nigel Chambers | Lead Inspector |
| Mrs Margaret Arokiasamy | Team Inspector |