



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

**MONITORING VISIT**

**ETC INTERNATIONAL COLLEGE**

**Company registration no. – 2534867**

Full Name	<b>ETC International College</b>
Address	22-24 West Hill Road, Bournemouth, Dorset, BH2 5PG,
Company name	ETC International College
Telephone Number	01202559044
Email Address	davidjones@etc-inter.net
Website	www.etc-inter.net
Principal	Mr David Jones
Proprietor	Mr. Kambiz Parandian
Age Range	8+
Total number of students	226
Numbers by age and type of study	Under 16: 0 16 – 18 9 18+: 217 EFL only: 226
Inspection date	<b>04 December 2018</b>

## PREFACE

This inspection report follows the Framework for Educational Oversight Monitoring Visits and Extended Monitoring Visits of private further education colleges and English language schools. The focus of the visit is to confirm that the quality standards reported at the last full inspection are being maintained.

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.

A monitoring visit is for those colleges found at the last inspection to have met or exceeded the Standards for Educational Oversight. Inspectors will make judgements on progress against any action points and recommendations made at that time. The inspection will not examine all other Standards in detail but will sample to confirm that previous Standards have been maintained and that there are no contrary indicators to those quality judgements.

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## 1. CHARACTERISTICS AND CONTEXT

- 1.1 ETC is an independent English language college catering exclusively for international students. Established in 1989, the school is located in Bournemouth. The school is a limited liability company with three directors. One of these directors maintains an office on the college premises and is supported in the day to day running of the school by the principal and senior management team. The aim of the college is to provide the learner with the opportunity to practise their English in a constructive and supportive environment.
- 1.2 The college offers general English language courses and vocational English courses such as for business, medical and engineering environments. The general English courses are offered over six sequential levels from beginner to advance. The college also offers BTEC level three foundation courses which were not inspected at this time.
- 1.3 Enrolment for English language courses occurs on a weekly basis and students are assessed prior to and on arrival through placement tests and interviews.
- 1.4 At the time of the inspection there were 226 students enrolled, none of whom had English as their first language. Nine students were aged 17 years; all other students were 18+ years of age. Most of the students are male. The large majority of students are from Middle Eastern countries with the rest from a wide range of countries world-wide. One student had additional learning needs. There were no Tier 4 entrant international students enrolled at the time of the inspection. All under-18 year olds are accommodated in homestay accommodation. There is residential accommodation available at the college for over eighteen year olds if they choose.
- 1.5 The school was previously inspected on 15-17 November 2016, when it met all Key Standards and was judged to exceed expectations.
- 1.6 The recommendations from the previous report are:
  - Further develop the provision of ICT resources and technical support to ensure the availability and reliability of technology to enhance student learning.
  - Enhance the observation process to include agreed and monitored, measurable actions to drive improvement.
  - Develop centralised procedures for formalising actions arising from self-evaluation to support planning for improvement.

## 2. SUMMARY OF FINDINGS

- 2.1 **The college exceeds expectations.** At the previous inspection of 15-17 November 2016 the college was found to exceed expectations and the quality of education as judged at that time has been maintained.
- 2.2 The quality of the curriculum, teaching and learners' achievements is excellent. A clear statement of education is effectively supported by effective planning which enables all students to learn and make excellent progress. Initial testing is accurate in identifying students' needs. A well planned tutorial programme uses initial testing very successfully to monitor student progress and inform them of how to make optimal progress. Teaching is excellent and is well planned to enable students to develop high levels of skill and to successfully complete their chosen course. Classes are very well planned and use a variety of engaging activities to motivate students. Students are strongly encouraged to be actively involved in their own assessment and to direct their own learning. Student assessment is accurately linked to the Common European Framework of Reference (CEFR). Students reach excellent levels of attainment.
- 2.3 Students' welfare, including health and safety, is excellent. Highly appropriate arrangements are in place to protect the health and safety of staff and students. Every precaution is taken to protect the college community from hazards of fire and provision for first aid is excellent. College buildings including accommodation are fit for purpose and are well decorated and maintained. Lighting, heating and sound ventilation are good and all furniture and fittings are appropriate to student needs. Student registration and attendance are good. Protocol for recording absences is not followed consistently. Pastoral support is excellent. Effective communication between teams of welfare officers ensures that student affairs receive a high level of attention. Students appreciate the detailed feedback they receive from the tutorial system. Excellent careers advice is provided. Safeguarding is excellent. All statutory regulations and guidance are met and the effectiveness of the programme is carefully monitored to ensure the safety of all students. All under-18 year olds are accommodated with host families. All statutory safeguarding regulations involving host families is followed precisely. Where under-16 year olds are accommodated in host families for more than 28 days, the local authority is alerted as a matter of course.
- 2.4 The effectiveness of governance, leadership and management is excellent. The leadership of the college provides clear educational direction which is supported by excellent academic planning. A well defined management structure ensures the college identifies priorities and develops effective actions to address these. Currently the impact of these actions is not formally recorded. Quality assurance is excellent and includes a highly effective lesson observation programme together with accurate information from student feedback. Staff recruitment is rigorous. All pre-employment checks are carried out prior to confirmation of appointment. The college website is very well organised and contains accurate information regarding the curriculum and all other aspect of the college.

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

- 3.1 The quality of the curriculum, teaching and learners' achievements is excellent. All Key Standards continue to be met.
- 3.2 The recommendation in this area from the previous inspection report is:
- Further develop the provision of ICT resources and technical support to ensure the availability and reliability of technology to enhance student learning.
- 3.3 Good progress has been made in addressing this recommendation. Almost all classrooms now have ICT facilities and there is an ongoing drive to ensure that all teaching makes effective use of this technology.
- 3.4 The college has a clear statement of educational direction which is effectively supported by highly appropriate schemes of work and effective planning. The wide range of courses offered are very well designed to meet the needs of individual students with regard to their age, aptitudes and language capabilities. Consequently all students learn and make excellent progress. All courses offered by the college lead to qualifications or outcomes which meet the definition of an approved qualification for Home Office purposes.
- 3.5 Initial assessment is excellent and used very well to place students on the most appropriate courses to enable effective progress to be made. Information from initial testing is used successfully by teachers to accurately monitor student progress and provide very useful individual tutorial time to guide students and inform them of how best to improve.
- 3.6 The quality of teaching and its impact on learning is excellent. Well planned teaching enables students to make clear progress so that they consistently develop a high level of skills and understanding to follow and complete their chosen course.
- 3.7 Classes are extremely well planned using effective teaching strategies and activities to engage and motivate students. Class time is very well managed. Teachers are well qualified and demonstrate strong skills in their teaching areas. Assessment of student work is timely and accurately identifies individual learning needs. This information is used successfully by teachers to plan and inform students how they can improve and progress. Students are strongly encouraged to assess and evaluate their own learning through effective use of their student portfolios. The majority of teaching enables students to actively participate in the lesson and is very successful in engaging students' interest and motivating them learn effectively.
- 3.8 Classroom resources are good and used very effectively by teachers to enhance student learning.
- 3.9 Students reach acceptable and often high levels of attainment based on their starting points and the length of their courses. There is a clear framework in place.

Overall student performance is accurately evaluated through CEFR levels. Assessment from proficiency tests in lessons is accurately recorded.

#### **4. STUDENTS' WELFARE, INCLUDING HEALTH AND SAFETY**

- 4.1 Students' welfare, including health and safety, is excellent. All Key Standards continue to be met.
- 4.2 The college demonstrates a high regard for health and safety issues including first aid and fire safety for all activities both in and outside of the college. Effective protection from fire hazard is well established in the day-to-day protocol of the college. All tests are carried out in a timely manner and arrangements conform to legal requirements. An appropriate first aid policy is consistently established in the college and familiar to staff and students.
- 4.3 The college buildings, including residential accommodation are fit for purpose with regard to the number, age and needs of the students. All buildings are maintained very well with regard to the health and safety of students.
- 4.4 Lighting, heating, sound insulation and ventilation in all parts of the college are good. The classrooms enjoy a high level of natural light. The college is well maintained and appropriately decorated. All furniture and fittings are well designed for the age and needs of all students.
- 4.5 Student registration and attendance records are good. Registration records are very well kept and used effectively to generate accurate student files. Attendance records are accurate. Protocol for recording absences is not followed consistently. There is an appropriate procedure in place to inform the Home Office of concerns regarding Tier 4 students should this be necessary.
- 4.6 Pastoral support for students is excellent. Residence and homestay teams work seamlessly to create excellent support which students themselves value highly. Communication between these teams is accurate and timely and well documented records are kept to inform further improvement. Students appreciate the effective tutorial system and appreciate the clear communications that occurs between staff. Excellent careers advice is provided so that students can make very well informed decisions regarding further paths of study or employment
- 4.7 Safeguarding is excellent. Appropriate arrangements are in place to ensure that all statutory requirements and guidance are met. These arrangements are effectively monitored by the appropriately trained designated safeguarding lead (DSL), and are very familiar to staff and students.
- 4.8 All under-18 year old students are accommodated with host families. All over-18 year olds at the residence of the host family have enhanced Disclosure and Barring Service (DBS) certificates. Where under-16 are accommodated in host families for more than 28 days, the local authority is alerted as a matter of course.

## **5. THE EFFECTIVENESS OF GOVERNANCE, LEADERSHIP AND MANAGEMENT**

- 5.1 The effectiveness of governance, leadership and management is excellent. All Key Standards continue to be met.
- 5.2 The recommendations in this area from the previous inspection report are:
- Enhance the observation process to include agreed and monitored, measurable actions to drive improvement.
  - Develop central procedures for formalising actions arising from self-evaluation to support planning for improvement.
- 5.3 Excellent progress has been made against the first recommendation above. Measurable criteria for lesson observation are now agreed at a pre-observation conference and the post-observation conference has been strengthened to include useful suggestions for improvement which can be monitored clearly. Staff feel that their appraisal and professional development are excellent.
- 5.4 Satisfactory progress has been made against the second recommendation above. Actions logs, together with timelines and responsibilities for actions are generated and recorded accurately from management meetings. The effective monitoring of any impact these actions have on the quality of provision is not yet recorded as part of this formal central procedure.
- 5.5 Ownership and oversight are excellent. Leadership provides clear educational direction as reflected in the quality of education, care of students and the fulfilment of the college's aims and ethos.
- 5.6 The proprietor has a highly effective relationship with the principal and senior staff. A network of linked teams ensures consistency of provision throughout the college. Cordial relationships exist between all staff at the college and Informal communication supports the more formal communication.
- 5.7 Quality assurance is excellent. Managers are highly effective in analysing data to secure improvements and set appropriate targets. Accurate progress and achievement data is used effectively to develop well focussed action plans to improve the provision.
- 5.8 Management at all levels is successful in identifying priorities for improvement, planning to meet those improvements and implementing decisions effectively. Staff recruitment is rigorous and transparent. All pre-employment checks are completed prior to confirmation of appointment.
- 5.9 The college website is excellent and contains a wealth of accurate information to guide the decisions of prospective students. Details of the curriculum are accurately presented on the website.

5.10 The college complied with all requests for information in connection with the inspection.

## **6. ACTIONS AND RECOMMENDATIONS**

The college has maintained the excellent quality found at the last inspection.

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

- Develop a system to formally record any impact of actions generated at senior management meetings.
- Follow the procedure for recording attendance issues more accurately.

## 7. 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 proprietors, and observed registration taking place at the beginning of lessons. Quality assurance and safeguarding documents from homestay and residential accommodation were scrutinised and the residential accommodation on the site was inspected. The responses of staff and students to confidential pre-inspection questionnaires were analysed, and the inspectors examined regulatory documentation made available by the college.

### Inspectors

Ms Mareve Kilbride-Newman	Lead Inspector
Mrs Flora Bean	Team Inspector
Mrs Christine Powell	Team Inspector
Mrs Janet Simms	Team Inspector