



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

ETC INTERNATIONAL COLLEGE

(Company Registration No. 2534867)

Full Name	ETC International College
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Telephone Number	01202559044
Email Address	davidjones@etc-inter.net
Website	www.etc-int.net
Principal	Mr David Jones
Proprietor	Mr Kambiz Parandian
Age Range	8+
Total number of students	133
Numbers by age and type of study	16–18: 5
	18+: 128
	EFL only: 133
Inspection dates	23 – 25 November 2021

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 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 ETC International College (ETC) is a large privately-owned and operated English Language college, catering for international students. Established in 1989, ETC is located in Bournemouth. The college is a limited liability company with three directors. The proprietor acts as a director and takes an active role in financial management and marketing. The principal manages the daily running of the college. The aim of the college is to provide the learner with the opportunity to practise their English in a constructive and supportive manner.
- 1.2 The college offers general English language courses and vocational English courses such as for medical, engineering and aviation environments. Courses for junior students are currently offered for students aged 12–17 (inclusive), but the college occasionally accepts small groups of younger students on a closed group basis. Classes for students under the age of 16 are normally only run in the Easter and summer periods. These were not inspected.
- 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 133 students enrolled, none of whom had English as their first language, and 15 of these students were studying under the Student visa route. Five 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. There are no students with learning difficulties.
- 1.5 The college was last inspected in December 2018, when it met all Key Standards and the quality of education was judged to exceed expectations.

2. SUMMARY OF FINDINGS

- 2.1 **The college 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. The curriculum is very well designed to meet the needs of students aspiring to improve their English language skills. The courses on offer to students on Student visas meet the definition of an approved qualification as set out in the Home Office guidance. Thorough assessment prior to and on arrival ensures that students are placed on the correct course for their aims and abilities. Teaching is excellent. Teachers plan lessons effectively to ensure that students contribute fully in discussions. Students benefit from the individual support and attention provided within the small groups. Teachers are very experienced in teaching English and are skilled at, for example, developing students' pronunciation of complex English words. Assessment is used effectively to monitor student progress against the Common European Framework (CEFR). Students receive good feedback to ensure that they understand what they have to do to improve. As a result, students make excellent progress developing their English language skills.
- 2.3 Students' welfare, including health and safety, is excellent. Highly effective arrangements are in place to ensure the safety of students and staff and to reduce risk from fire. The college premises are fit for purpose and well maintained. The college maintains accurate admission and attendance registers and now managers make sure that attendance is recorded accurately. Appropriate procedures are in place for reporting to the Home Office for students studying on Student visas. Students benefit from excellent pastoral support but careers advice and guidance on further study is not provided as an integrated part of their tutorials. Arrangements for safeguarding of students under 18 are excellent. Students confirm that they feel safe and are very well supported with regard to both welfare and academic matters.
- 2.4 The effectiveness of governance, leadership and management is excellent. The proprietor provides very good oversight of the college and discharges the responsibilities with regard to safeguarding, welfare and health and safety thoroughly. Leaders and managers are focused on providing an outstanding learning experience for their students. Senior staff have introduced procedures which are successful in recording and monitoring the impact of decisions taken in meetings. Leaders and managers are effective in self-evaluation and in identifying areas for improvement. Quality assurance is excellent. Managers review policies thoroughly. Students' progress and achievement is carefully monitored. Leadership and management are highly successful in securing and supporting very experienced staff.

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

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

- 3.1 Assessment of students prior to or on arrival is excellent. A combination of interviews and placement test accurately assesses students' level of proficiency in English. The process is highly successful in placing students on the correct course for their aims and abilities. Students are given an individual learning portfolio, which details their levels and progress according to the CEFR. Teachers use this information to inform their course planning to best meet the needs of students resulting in very good outcomes.
- 3.2 Initial information advice and guidance are of a high standard to help students make informed choices regarding the most appropriate course. The interviews and welcome packs ensure that students are well informed about life at college.

3.(b) Suitability of course provision and curriculum

- 3.3 The college's course provision and curriculum are excellent. The college has a clear statement of educational direction, which is supported effectively by well-designed schemes of work and lesson planning. Students develop their English language skills very well to meet their objectives and to fulfil the aims and ethos of the college. Almost all students complete the course that they initially registered for.
- 3.4 The college provides an excellent range of English courses to meet the needs of students.
- 3.5 Courses are very clearly described on the college's website. The courses on offer to students on Student visas meet the definition of an approved qualification as set out in the Home Office guidance.

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

- 3.6 The quality of teaching and its impact on learning are excellent. Teachers are highly qualified and very well experienced in the teaching of English. Teachers develop an excellent rapport with their students and plan lessons that relate very well to the students' personal experiences and cultural backgrounds. This approach is very successful in fully engaging students in the lessons. Students are highly motivated to improve their English skills and enjoy their learning.
- 3.7 Highly effective teaching methods are employed resulting in students making very good progress. Teachers plan the learning so that students are encouraged to contribute fully in lessons. As a result, students work very well together in small groups discussing topics and extending their vocabulary. Students benefit from teachers giving them effective individual attention within the small group sizes. Teachers are skilful in breaking down words with complex pronunciations into

simpler elements that help the students to quickly improve their skills in speaking English accurately.

- 3.8 Appropriate resources are used very well to enable students to develop an understanding of the English language and to improve reading, writing, speaking and listening skills. Technology is used effectively to support learning. This includes the effective use of cameras to fully include students in lessons that are working remotely due to the need to isolate.
- 3.9 Assessment of students' work is excellent. Regular assessment opportunities and good feedback ensure that students understand what they have to do to improve. In lessons teachers carefully listen to their students speech to help improve their pronunciation. Teachers make effective use of question and answer techniques to check and extend students' understanding of English words. Students' progress and areas for improvement are accurately recorded in the individual learner portfolios and discussed during tutorials.
- 3.10 All teaching is conducted within an environment of respect and tolerance between students and between staff and students. Teachers are very sensitive to students' cultural backgrounds. The teaching does not undermine fundamental British values of democracy, rule of law, and individual liberty and does not discriminate against students in any way.

3.(d) Attainment and progress

- 3.11 Attainment and progress are excellent. The high-quality teaching and individual attention provided enable each student to make very good progress in English from their starting points. Regular tests accurately track students' progress and achievement. Individual learner portfolios enable staff and students to successfully map progress against the CEFR. The results of these demonstrate excellent levels of student progress. The evidence from lesson observations show that attainment is high. Students report that they are making excellent progress and they are very happy with the improvements in their language skills.

4. STUDENTS' WELFARE, INCLUDING HEALTH AND SAFETY

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

- 4.1 The arrangements for health, safety and security of the premises are excellent. Staff place a significant emphasis on keeping students safe. One of the directors has a responsibility for health and safety and he ensures that all the necessary procedures are kept up to date. Appropriate risk assessments are undertaken and staff are trained well and supported by rigorous policies and procedures.
- 4.2 Managers ensure that all the necessary measures are undertaken to reduce risk from fire and other hazards. Fire notices and exits are clearly displayed and students are aware of the meeting points in cases of emergency. Regular fire drills take place, supported by the trained fire marshals, and the time taken for all to exit the buildings is recorded. Fire prevention equipment is checked weekly.
- 4.3 The first aid policy is effective and supported by trained first aiders. All incidents are recorded and include the action taken. First aid boxes, which are well stocked, are distributed at key locations around the college.
- 4.4 Students feel safe and regard the safety of the learning environment as good. Students know who to contact if they have any concerns and are confident that any concerns that they may have will be taken seriously by managers.
- 4.5 The college premises are of a high quality and provide students with a safe environment within which to learn. All areas are clean and well maintained. A selection of ground floor teaching rooms is accessible to students with restricted mobility if required. Classrooms are equipped with appropriate fittings and furniture for the students. The lighting, heating, ventilation and sound insulation are good and create a comfortable environment for learning. An appropriate number of washrooms are available which are well maintained. Students have access to free drinking water from the canteen.

4.(b) Student registration and attendance records

- 4.6 Student registration and attendance records are excellent. The college maintains an accurate admission and attendance register. Managers have very high expectations regarding both student attendance and punctuality and they now make sure that attendance is recorded accurately. Very good use is made of electronic systems to monitor attendance and promptly follow up any absences or lateness. As a result, attendance rates are high. Effective arrangements are in place for reporting to the Home Office those students studying under the Student visa route who fail to enrol or whose attendance does not meet requirements. Fair and clear procedures are in place for the collection and refund of fees.

4.(c) Pastoral support for students

- 4.7 The college's arrangements for the pastoral care of students are excellent. Students receive a thorough induction, which ensures that they are fully aware of all aspects of college life and of the expectations that the college has of its students. As a result, students settle quickly into their courses.
- 4.8 Relationships between staff and students and among the students themselves are good. Staff at the college promote integration and tolerance and the college has effective procedures to help prevent bullying and harassment. Students report being well supported both academically and with regard to their welfare and the inspectors support this view. Effective arrangements are in place to protect learners from the risks associated with radicalisation and extremism.
- 4.9 Due to the pandemic only a limited social programme is currently available to students. A few sports activities are arranged along with a brief tour of the town and a conversation club, which is valued highly by the students.
- 4.10 Careers advice and guidance on further study is available on demand, but this is not provided as an integrated part of tutorials.

4.(d) Safeguarding for under 18s

- 4.11 Excellent processes and procedures are in place to safeguard under 18s. Safeguarding has a very high profile with all the staff. Students confirm that they feel safe and secure within the college and are clear about how to report any concerns they may have.
- 4.12 An effective safeguarding policy, which is detailed and comprehensive, with appropriate procedures, is implemented within the college. The policy, informed by official guidance, is reviewed regularly and procedures are kept up to date.
- 4.13 Managers have ensured that staff are well trained in all aspects of safeguarding. Thorough arrangements are in place for checks to be carried out on all staff prior to confirmation of appointments. Appropriate details are included on a single central record.

4.(e) Residential accommodation

- 4.14 Arrangements for residential accommodation are excellent and satisfy all the requirements for the care of students under the age of 18. The accommodation is registered in accordance with local authority requirements and is well managed. Where under 18s are accommodated in host families, all members of the household over the age of 18 have an enhanced DBS check.
- 4.15 Pastoral support for students in residential accommodation is excellent and students' needs are well met. Students speak highly of their accommodation. Students' personal development and opportunities to practise further their English are

enhanced through the extra curricula activities available to them. However, currently due to the pandemic, these are limited to activities such as quizzes and film nights.

5. THE EFFECTIVENESS OF GOVERNANCE, LEADERSHIP AND MANAGEMENT

5.(a) Ownership and oversight

- 5.1 Ownership and oversight are excellent. The proprietor is fully involved in the governance role and provides excellent oversight of the college to ensure that it fulfils its objectives. The proprietor undertakes a management role within the college, which provides a good insight into all aspects of the college life.
- 5.2 The proprietor and the principal work well together and they shape the strategic direction of the college. The college has introduced a board of governors since the last inspection. This along with the development of an action tracker helps senior staff to more formally record and monitor the impact of actions generated in meetings. The board monitors educational standards, and are effective in discharging their responsibilities for health and safety and safeguarding arrangements. Finances have been managed effectively during a very challenging period with far fewer students.
- 5.3 The proprietor is effective in ensuring that the college complies fully with safeguarding, health and safety and welfare. This includes fulfilling the statutory requirements for students under the age of 18. The proprietor ensures that the college has all legal permissions in place. The proprietor is highly successful in attracting very experienced staff.

5.(b) Management structures and responsibilities

- 5.4 Management structures and responsibilities are excellent. Leaders and managers have a very clear focus on providing the best possible learning experience for their students. They are effective in accordance with the aims of the college in their discharge of their delegated responsibilities, particularly with regard to the safeguarding of students. Managers are clear about their roles and decisions are communicated effectively. Teachers confirm that the relationships between managers and staff are good and that they are well supported by managers in their professional and academic development, inspectors agree with this.
- 5.5 Leaders and managers are effective in self-evaluation and reflecting on how the college can continuously improve. They monitor all aspects of the college's performance. Senior staff review policies regularly to ensure that they are fit for purpose.
- 5.6 Leaders and managers are very successful in securing; supporting, developing and motivating sufficient well-qualified and experienced teachers of English. Effective procedures and practice are in place to develop the quality of teaching and learning through high-quality lesson observation, feedback, training and appraisals.

5.(c) Quality assurance including student feedback

- 5.7 Quality assurance is excellent. Managers are very successful in identifying areas for improvement through effective performance management and taking into account the views of students. Students speak very highly about the college and the support they receive and would recommend the college.
- 5.8 Student performance is tracked very effectively through monitoring the results of the regular progress tests and analysis of the individual learner portfolios.
- 5.9 The college has an appropriate complaints policy published on its website. The procedure provides for written records to be kept and allows for external arbitration should internal resolution not be achieved. The college provides a fee protection scheme.

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

- 5.10 Staff recruitment is excellent. The college has secure arrangements in place to check the suitability of all staff. Appropriate checks are undertaken to confirm identity, their qualifications and experience prior to confirmation of appointment and the right to live in the UK. Details of all checks are recorded accurately and retained securely.

5.(e) Provision of information

- 5.11 Provision of information is excellent. The college's website provides useful information regarding the courses available, including video clips. The website also includes appropriate policies. All standards for the provision of information are met. Staff at the college provided all of the information requested by the inspectors in a timely manner.

6. ACTIONS AND RECOMMENDATIONS

Recommendations for further improvement

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

- Ensure that advice and guidance regarding careers and progression opportunities are part of the tutorial process rather than only available on request.

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 chair of the board. 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 college.

Inspectors

Mr Roger Pilgrim	Lead Inspector
Ms Sheila Morris	Team Inspector