

2. SUMMARY OF FINDINGS

- 2.1 **The language school exceeds expectations.** At the previous inspection of 5-7 July 2016 the language school 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. Course provision is excellent.** It is well planned and offers a range of courses to meet all language levels. As a result it meets students' needs effectively. All courses on offer to Tier 4 international students lead to qualifications which meet the definition of an approved qualification for Home Office purposes. **Teaching and learning are excellent.** The large majority of lessons are well planned and engage students fully in learning. **Teachers have excellent subject knowledge** and use appropriate teaching and learning methods very effectively. Students enjoy learning and develop English language skills successfully. In a small minority of lessons the pace of learning is slower and less challenging, and students are less involved in learning. The large majority of **students make excellent progress** and **achievement rates for those taking external examinations are very high.**
- 2.3 **Students' welfare, including health and safety, is excellent. Arrangements for managing health and safety are excellent,** with appropriate policies and procedures implemented systematically. Checks of safety issues and risk assessments are carried out thoroughly, and security is good. **The premises are of a high quality.** They are well maintained and fit for purpose. Admission and attendance records are well managed and accurate. Attendance monitoring is thorough, but attendance rates are not measured which limits the school's ability to check attendance over a period of time. **Pastoral care is excellent.** Staff are very responsive to personal and welfare issues raised, and this is valued highly by students. **The safeguarding of students under 18 years is excellent,** with appropriate policies and procedures well understood by staff and fully implemented.
- 2.4 **The effectiveness of governance, leadership and management is excellent.** The school's director is an active senior manager involved in all operational and strategic issues. As a result, oversight of the school's performance is very effective. Appropriate and up to date policies and procedures are in place. These are very well implemented; as a result **the quality of education and the care of students are excellent.** The management structure is clear and very well established, and communication between staff and managers is very good. **Consequently leadership and management are excellent. Quality assurance is outstanding.** Student feedback and student progress and achievement data are monitored and analysed very thoroughly. Issues arising are responded to promptly and managers are well informed about the school's strengths and areas for improvement. Actions for improvement are identified and implemented effectively. However, there are limited opportunities to report student feedback and performance data to management meetings. The selection of staff is very thorough with all appropriate identity and suitability checks undertaken and recorded consistently in staff files.