



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

MONITORING VISIT

ETC INTERNATIONAL COLLEGE

(Company Registration No. – 2534867)

Full Name	ETC International College
Address	22–24 West Hill Road, Bournemouth, Dorset BH2 5PG
Telephone Number	01202 559044
Email Address	davidjones@etc-inter.net
Website	www.etc-int.net
Principal	Mr David Jones
Proprietor	Mr Kambiz Parandian
Age Range	12+
Total number of students	201
Numbers by age and type of study	Under 18: 35 18+: 166 EFL only: 201
Inspection date	27 February 2024

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 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 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 did not form part of the inspection.
- 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 201 students enrolled, none of which had English as their first language, and 13 of these students were studying under the Student visa route. The vast majority of the students were over the age of 18 years of age and the majority are male. The majority of students are from Middle Eastern countries, with the rest from a wide range of countries world-wide. There are no students reported with learning difficulties.
- 1.5 The college was last inspected in November 2021, when it met all Key Standards and the quality of education was judged to exceed expectations. The recommendation from the previous report is:
 - ensure that advice and guidance regarding careers and progression opportunities are part of the tutorial process rather than only available on request.

2. SUMMARY OF FINDINGS

- 2.1 **The college exceeds expectations.** At the previous inspection of the 23–25 November 2021 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. Students are well educated in a friendly and supportive atmosphere and in accordance with their objectives and the college's aims. Initial assessment prior to, and on arrival, is thorough and effectively ensures that students are accurately placed on the most appropriate programme of study in accordance with their language abilities. The suitability of course provision and curriculum is excellent. A well-developed curriculum, whose provision includes a wide range of high-quality courses, ensures that individual student language needs are fully met. English language courses are appropriately aligned to the Common European Framework of Reference for Languages (CEFR) and courses on offer to students on Student visas meet the definition of an approved qualification, as set out in the Home Office guidance. Overall, teaching is excellent. Teachers are well qualified, experienced and have comprehensive subject knowledge. The vast majority use a wide range of effective teaching methods to ensure that students are engaged, build new knowledge and apply this effectively to new contexts. However, in a small number of lessons, the teaching methods used, limits student engagement and progress. There are well developed processes in place to monitor students' progress to ensure that they are successfully progressing towards their learning aims. As a result, achievement rates are high and nearly all students complete the qualification for which they registered.
- 2.3 Students' welfare, including health and safety, is excellent. Health and safety are very well managed, monitored, with comprehensive oversight ensuring that any issues are quickly addressed. The college's buildings are well maintained and provide very good quality facilities that effectively support learning. Classrooms are well equipped and furnished to a good standard. Well-developed policies and procedures effectively reduce the risks from fire and other hazards and ensure high levels of health and safety are maintained. Fire precautions, drills and evacuations are systematically undertaken and are clearly understood by all students and staff. Student registration and attendance records are excellent. They are accurate, well managed and staff are highly effective in monitoring attendance and taking necessary action. Procedures for reporting to the Home Office are highly secure. Pastoral support and guidance for the students is excellent and in accordance with the school's aims. Arrangements for the safeguarding of students under the age of 18 are excellent, fully implemented and reflect official guidance. Relationships between staff and students are excellent. Students report that they are very well supported.
- 2.4 The effectiveness of governance, leadership and management is excellent. Effective oversight is combined with a high level of financial support so that the quality of education and the welfare, health and safety of students are secure. A clear vision

for the college is shared by all staff, who work very well together for the good of the students. The college is highly successful in attracting and retaining well-qualified and experienced teachers and other staff. A comprehensive management structure, with well-defined roles and responsibilities, ensures that the college is well run and meets all its legal obligations. Systems to ensure consistent assessment and the monitoring of student progress and attendance are excellent. As a result, managers have a clear overview of the performance of the college's students. Procedures for the recruitment of staff are excellent, in accordance with legal requirements, with all appropriate checks undertaken. As a result, all required employment and suitability checks are completed on staff before their employment is confirmed.

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 suitability of course provision and curriculum is excellent. Students are well educated in a very friendly and supportive atmosphere and in accordance with their objectives. The college has clear educational aims and objectives and a well-developed curriculum, whose provision includes a wide range of high-quality courses, ensures that individual student language needs are fully met. Courses are appropriately aligned to the Common European Framework of Reference for Languages (CEFR). Programmes of study on offer to Tier 4 students meet the definition of an approved qualification, as set out in the Home Office guidance. The 13 students currently enrolled at the college on Student visas are studying at an appropriate level on an approved full-time programme, which includes at least 15 hours a week of classroom-based, weekday daytime study.
- 3.3 Initial assessment prior to, and on arrival, is excellent. The process is accurate and ensures that students are placed on the most appropriate level of study in accordance with their language abilities. Consequently, students report that they are highly satisfied with their course and the provision offered by the college.
- 3.4 Overall, teaching is excellent. Teachers are well qualified, experienced and have comprehensive subject knowledge. The lessons are delivered at a lively pace and the vast majority of teachers use an appropriate range of teaching methods to suit different learning styles and to foster interest. Teachers are enthusiastic and motivate their students to enjoy and engage with their learning. They have a clear knowledge of students' previous learning and consistently challenge them to meet their learning goals. However, in a very small number of lessons, the teaching methods used, limits student engagement and progress. Classroom resources are of a good quality, quantity and range and are used effectively by teachers to support learning.
- 3.5 Teaching effectively promotes fundamental British values of democracy, the rule of law, individual liberty, and mutual respect and tolerance of those with different faiths and beliefs. It encourages respect for other people including those with the protected characteristics set out in the Equality Act 2010.
- 3.6 Assessment is excellent. There are well-developed processes in place to monitor students' progress to ensure that they are successfully progressing towards their learning aim. As a result, the progress of each student is carefully tracked and allows managers, teachers and students to monitor their progress effectively. Achievement rates are high and nearly all students complete the qualification for which they registered.

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 recommendation in this area from the previous inspection report is:
- ensure that advice and guidance regarding careers and progression opportunities are part of the tutorial process rather than only available on request.
- 4.3 Good progress has been made against the recommendation. The provision for the delivery of advice and guidance has been reviewed by senior managers and a comprehensive programme developed for delivery as part of the tutorial process. As a result, students and staff report that advice and guidance regarding careers and progression opportunities is an integral part of tutorials.
- 4.4 Health and safety are very well managed, monitored, with comprehensive oversight ensuring that any issues are quickly addressed. The college's buildings are well maintained and provide very good quality facilities that effectively support learning. Classrooms are clean, with good lighting, heating, sound insulation and ventilation. They are well equipped and furnished to a good standard.
- 4.5 Detailed health and safety, first aid and fire safety policies and procedures are consistently implemented. All necessary measures to reduce the risk of fire and other hazards have been taken. Fire precautions, drills and evacuations are systematically undertaken and are clearly understood by all students and staff. An appropriate number of fire marshals and staff trained in first aid are in place and clearly detailed on the college's notice boards. Free drinking water is readily available.
- 4.6 Systems for recording registration and attendance are very well managed. Admission procedures are detailed and strictly observed. Staff work closely with senior managers to maintain clear and accurate admission registers and records. Electronic student files are accurately maintained and provide a clear record of checks on identification, previous academic experience, and visa status. Attendance records are accurate and maintained daily and closely monitored. As a result, timely contact is made with students who miss classes. Staff have a clear understanding of Home Office requirements regarding the enrolment and attendance requirements for students on Student visas. Overall, student attendance is high. Attendance for all of the 13 students on Student visas exceeds Home Office requirements, with an average attendance of 87%.
- 4.7 Pastoral support for students is excellent, a key priority for the college. Detailed policies and procedures are in place and ensure that the college provides a safe and supportive environment where students can progress quickly. On arrival students receive a comprehensive induction which is effective in helping them settle quickly in their course, the college and the Bournemouth area. Relationships between staff and

students, and among 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 appropriate behaviour and conduct.

- 4.8 The safeguarding arrangements for students under the age of 18 are excellent. Arrangements have proper regard to official guidance and the implementation of safeguarding and recruitment strategies are appropriately checked and regularly reviewed by senior managers. There is a designated child protection officer in place who is trained to the required level. All staff that have access to students under the age of 18 are subject to an appropriate Disclosure and Barring Service (DBS) suitability check prior to or on appointment.

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.
- 5.1 The quality of governance is excellent. Effective oversight is combined with a high level of financial support so that the quality of education and the welfare, health and safety of students are secure. A clear vision for the college is shared by all staff, who work very well together for the good of the students. The college is highly successful in attracting and retaining well-qualified and experienced teachers and other staff. Relationships between the proprietor, managers and staff are excellent.
- 5.2 The quality of leadership and management is excellent. A comprehensive management structure is in place which clearly details roles and responsibilities and ensures that the college is well run and meets all its legal obligations. Policies and procedures are well defined, appropriate and regularly reviewed. Self-assessment is well developed, with regular reviews undertaken and documented. As a result, leaders and managers have a clear overview of the performance of the college and can take timely action to rectify any issues if required.
- 5.3 Systems to ensure consistent assessment and the monitoring of student progress and attendance are excellent. Performance data is used effectively to evaluate the provision and to highlight key issues for leaders and managers. As a result, managers and teachers have a clear overview of the performance of the school's students.
- 5.4 Procedures for the recruitment of staff are excellent, in accordance with legal requirements, with all appropriate checks undertaken. As a result, all required employment and suitability checks are completed on staff before their employment is confirmed.
- 5.5 The provision of information is excellent. The college's website is clear and user-friendly. Prospective students are able to access accurate and highly relevant information to inform their study choices. The college was highly responsive in providing information for the inspection in a timely manner.

6. ACTIONS AND RECOMMENDATIONS

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

Recommendations for further improvement

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

- identify and share the good practice shown in the best lessons in order to improve the overall consistency of all lessons.

INSPECTION EVIDENCE

The inspectors observed lessons and conducted formal interviews with students. They held discussions with senior members of staff and attended registration sessions. 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

Dr Nigel Chambers	Lead Inspector
Mr Patrick Lawlor	Team Inspector