

# KAPLAN BRITISH COUNCIL RESULTS

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# BRITISH COUNCIL INSPECTIONS

# WHAT IS A BC INSPECTION?

Every 4 years

2 to 3 days

106 Criteria

15 areas

# WHAT ARE THE AREAS OF STRENGTH?

Strategic and quality management  
Staff Management and development  
Student Administration  
Publicity  
Premises & Facilities  
Learning Resources  
Academic Staff Profile  
Academic Management  
Course Design & Implementation  
Learner Management  
Classroom Observation  
Care of Students  
Accommodation  
Leisure Opportunities  
Safeguarding Under 18s

# HOW MANY STRENGTHS DO YOU NEED IN AN AREA FOR IT TO BE CONSIDERED A STRENGTH?

Area	Criteria	Total	Needed
Strategic and quality management	M1-M7	7	4
Staff Management and development	M8-M13	6	3
Student Administration	M14-M21	8	3
Publicity	M22-M29	8	3
Premises & Facilities	P1-P6	6	3
Learning Resources	P7-P12	6	3
Academic Staff Profile	T1-T4	4	2
Academic Management	T5-T10	6	3
Course Design & Implementation	T11-T16	6	3
Learner Management	T17-T22	6	3
Classroom Observation	T23-T30	8	4
Care of Students	W1-W8	8	4
Accommodation	W9-W22	14	4
Leisure Opportunities	W23-27	5	3
Safeguarding Under 18s	S1-S8	8	3

## Accredited centres A-Z



## Accredited centres - K

**Kaplan International Bath**, Bath **Full report 2018** (PDF 254KB)

**Kaplan International Bournemouth**, Bournemouth **Full report 2017** (PDF 354KB)

**Kaplan International Cambridge**, Cambridge **Full report 2018** (PDF 256KB)

**Kaplan International Edinburgh**, Edinburgh **Full report 2018** (PDF 255KB)

**Kaplan International Liverpool**, Liverpool **Full report 2018** (PDF 263KB),

**Kaplan International London**, London **Full report 2018** (PDF 255KB)

**Kaplan International Manchester**, Manchester **Full report 2017** (PDF 347KB)

**Kaplan International Oxford**, Oxford **Full report 2016** (PDF 336KB), **Spot check 2017** (PDF 187KB)

**Kaplan International Torquay**, Torquay **Full report 2018** (PDF 254KB)

**Kaplan International Junior Centres**, Multicentre (Head office - London) **Full report 2016** (PDF 413KB)

<https://www.britishcouncil.org/education/accreditation/centres/k>

# WHERE ON A BC REPORT CAN YOU SEE THE AREAS OF STRENGTH?



## Inspection report

Organisation name	Kaplan International English Torquay
Inspection date	19–20 June 2018

Section standards	
<b>Management</b> The management of the provision operates to the benefit of the students, and in accordance with the provider's stated goals, values, and publicity.	Met
<b>Premises and resources</b> The premises provide students and staff with a comfortable and professional environment for work and relaxation. A range of learning resources is available, appropriate to the age and needs of the students. Guidance on the use of these resources is provided for staff and students where needed.	Met
<b>Teaching and learning</b> The academic staff team has a professional profile (qualifications, experience and continuing professional development) appropriate to the context. Teachers receive sufficient guidance to ensure that they support students effectively in their learning. Courses are structured and managed to provide the maximum possible benefit to students. The teaching observed meets the requirements of the Scheme.	Met
<b>Welfare and student services</b> The provision meets the needs of the students for security, pastoral care, information and leisure activities. Students benefit from well-managed student services, including, where offered, out-of-class activities and suitable accommodation.	Met
<b>Safeguarding under 18s</b> There is appropriate provision for the safeguarding of students under the age of 18 within the organisation and in any leisure activities or accommodation provided.	Met

**Recommendation**  
We recommend continued accreditation. However, evidence must be submitted within six months to demonstrate that the weaknesses in V2 have been addressed.

**Summary statement**  
The British Council inspected and accredited Kaplan International English Torquay in June 2018. The Accreditation Scheme assesses the standards of management, resources and premises, teaching, welfare, and safeguarding under 18s and accredits organisations which meet the overall standard in each area inspected (see [www.britishcouncil.org/education/accreditation](http://www.britishcouncil.org/education/accreditation) for details).

This private language school offers courses in general English for adults (16+) and for closed groups of under 18s.

Strengths were noted in the areas of strategic and quality management, staff management, student administration, premises and facilities, learning resources, academic management, course design, learner management, teaching, accommodation, leisure opportunities, and safeguarding under 18s.

The inspection report stated that the organisation met the standards of the Scheme.

Strengths were noted in the areas of strategic and quality management, staff management, student administration, premises and facilities, learning resources, academic management, course design, learner management, teaching, accommodation, leisure opportunities, and safeguarding under 18s.

\*Strengths for spot checks are *usually* on the last page

# WHERE CAN YOU SEE THE INDIVIDUAL STRENGTHS?

<b>Strategic and quality management</b>	<b>Area of strength</b>
M1 There is a clear statement describing the goals and values of the organisation, which is made known to all staff.	Met
M2 The management has clear objectives for the future of the organisation and has realistic plans to achieve them.	Met
M3 There is a documented and clearly understood structure for the ELT operation. There are sufficient staff to manage and deliver the provision, and to ensure continuity at all times.	Strength
M4 There are effective channels of communication between all involved in the ELT operation, and between the ELT operation and any wider organisation of which it is a part.	Strength
M5 The provider regularly obtains and records feedback from students on all the services offered. Feedback is circulated to relevant staff and appropriate action is taken and	Strength



A city skyline, likely New York City, is shown at sunset. The sky is filled with warm, golden light, and the buildings are silhouetted against it. The foreground is dominated by a large, blue, geometric shape that resembles a stylized 'V' or a series of overlapping planes, creating a sense of depth and perspective. The text 'HOW DID WE DO?' is written in white, bold, sans-serif capital letters on the left side of the blue overlay.

**HOW DID WE DO?**

We have been ranked the 3<sup>rd</sup> best chain in the UK

We are getting even better and aim to be the best

Our schools are well run

Our students get great service

Our courses are high quality

We are the 3<sup>rd</sup> best chain in the UK

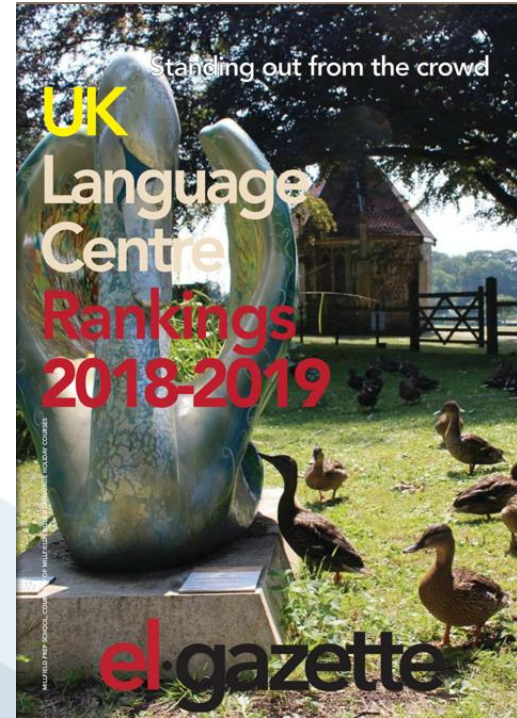
1 – Eurocentres (5 Language schools)

2 – Bell (3 Language schools)

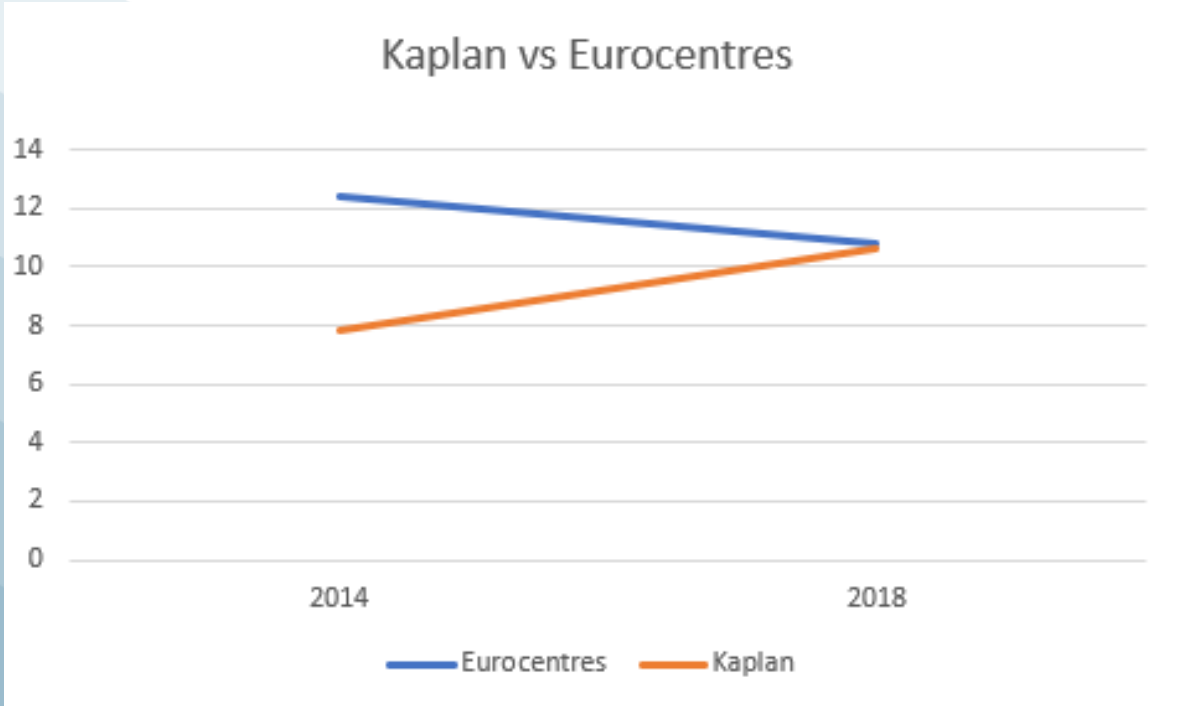
3 – Kaplan (10 Language schools)

4 – EF (9 language schools)

5 – BSC (8 language schools)



# ROUTE TO THE TOP



We are the number one language school in –

Bath

Liverpool

Manchester

Torquay

# OUR SCHOOLS ARE WELL RUN – EVERY SCHOOL HAS STRENGTHS IN...

## Strategic and quality management

- Future objectives
- Communication
- Staffing levels

## Academic Management

- Timetabling
- CPD
- Continuous Enrolment

“Continuous enrolment is managed exceptionally well. The Kaplan books support continuous enrolment as they are based on a cyclical curriculum with built-in revision activities.”

“The Kaplan organisation places great importance on training for all staff. Any staff member who wishes to improve their qualifications or attend external events is supported.”

# OUR STUDENTS GET GREAT SERVICE – EVERY SCHOOL HAS STRENGTHS IN...

## Student Administration

- Customer service
- Sufficient information
- Effective records

## Learner Management

- Measuring progress
- Learning support
- Academic reports



“All aspects of safety and security of students have been effectively addressed.”

“All members of staff showed a strong commitment to the pastoral care of the students, backed up by clear and comprehensive policies.”

“Very effective procedures are in place for identifying and resolving any problems students may have.”

# OUR COURSES ARE HIGH QUALITY – EVERY SCHOOL HAS STRENGTHS IN...

## Learning Resources

- Sufficient resources
- Well maintained education technology
- Facilities for independent learning

## Course Design & Implementation

- Course structure
- Support for independent learning
- Outside of the classroom

“Independent learning is an integral part of the package of KIE materials”

“The in-house materials contain a repeated theme of real world English”

“The school takes great care to that the social programme is integrated with both the classroom and the homestay experience, in order to enhance students’ experience of staying in the UK”

ANY  
QUESTIONS?

