

# BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

## Short Course Provider (SCP) Candidacy / Stage 2 Inspection

**PROVIDER:** Lexical Lab

**ADDRESS:** 59 Seymour Road  
Harringay  
London  
N8 0BJ

**HEAD OF PROVIDER:** Mr Hugh Dellar and Mr Andrew Walkley

**DATE OF INSPECTION:** 20 February 2017

**ACCREDITATION STATUS AT INSPECTION:** Unaccredited

### DECISION ON ACCREDITATION:

- Accreditation awarded for 6 months.
- Award of accreditation deferred.
- Award of accreditation refused.

Date: 23 March 2017

### **1. Background to the provider**

Lexical Lab Limited (the Provider) is a private company, limited by shares. It provides training and consultancy services.

The owners, who established and now run the company, are trainers and authors of English language training material. They plan to offer short courses in the teaching and assessing of English and in language development. The courses will take place, in hired rooms, at the Holloway Road campus of the London Metropolitan University.

The owners manage the administrative tasks and organise the marketing, including managing the social media. They have written the course materials and prepared the lessons. They will undertake most of the teaching, with the exception of a guest visiting lecturer, who will contribute towards the teaching of assessment on one short course.

The planned courses are intended to complement the existing consultancy work and publications on a teaching methodology termed 'Teaching Lexically', that the two owners have developed for the teaching of English.

### **2. Brief description of the current provision**

The courses, designed for teachers of English, are planned for a six week period during the summer of 2017.

The Provider will offer six courses. Some examples of the courses offered are Teaching Lexically which is focused on the Provider's particular approach to teaching English, Advanced Language and Culture which is aimed at developing teachers' confidence and familiarity in current issues, key cultural and political figures and events in Britain and English Boost which is focused on enhancing speaking skills for teachers of English. Better Testing and Assessing will be focused on the role of assessment in the teaching of English, Developing Materials course is to support the teaching of English and finally, Basic English for Educators is an intensive English language course aimed at staff involved in education.

The entry requirements vary from course to course but the courses are mainly aimed at teachers of English, who have good speaking and listening skills in English language.

Most of the courses are designed to support those teachers who use the Provider's 'teaching lexically' methodology.

### **3. Inspection process**

The inspection was carried out by one inspector over one day. It took place at the head office of Lexical Lab, which is the home of one of the owners. It was not possible to visit the training facilities, as they will only be hired when the training is up and running. Discussions took place with the two owners. The inspector scrutinised various documentation, that was made available, including schemes of work and lesson plans as well as looking at some of the application forms. The on-line systems, that have been developed to support the administration of the courses, were also reviewed.

## PART B - JUDGEMENT AND EVIDENCE

The following judgements and comments are based upon evidence seen by the inspector(s) during the inspection and from documentation provided by the provider.

### INSPECTION AREA - MANAGEMENT, STAFFING AND ADMINISTRATION

#### 1. The provider is effectively managed

- |     |   |   |
|-----|---|---|
| 1.1 | The management structure is clearly defined, documented and understood, including the role and extent of authority of any owners, trustees or governing body.                 | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 1.2 | The head of the provider and other senior managers are suitably qualified and experienced, understand their specific responsibilities and are effective in carrying them out. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 1.3 | There are clear channels of communication between the management and staff and those working at the delivery venue/s.   | <input checked="" type="radio"/> Yes <input type="radio"/> No |

**This standard is judged to be:**  Met  Partially Met  Not Met

#### Comments

The owners, who are running the whole operation, are very experienced and well-qualified English language trainers with a good knowledge of the Information Technology (IT) systems, that they are using to run the business.

They meet regularly and have recently begun to take minutes at their meetings.

#### 2. The administration of the provider is effective

- |     |   |   |
|-----|---|---|
| 2.1 | Administrators are suitably qualified or experienced and understand their specific responsibilities and duties. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 2.2 | The size of the administrative team is sufficient to ensure the effective day-to-day running of the provider.   | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 2.3 | The administrative support available to the management is clearly defined, documented and understood.           | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 2.4 | Policies, procedures and systems are well documented and effectively disseminated across the provider.          | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 2.5 | Data collection and collation systems are effective.  | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 2.6 | Administrative offices are adequate in size and resources for the effective administration of the provider.     | <input checked="" type="radio"/> Yes <input type="radio"/> No |

**This standard is judged to be:**  Met  Partially Met  Not Met

#### Comments

The two owners run the appropriate administrative processes and make effective use of electronic resources to support this. The administrative arrangements are suitable for the size of the operation. There are no plans to grow the business beyond the few summer schools, that are planned.

The Provider does not currently have a risk assessment and action plan to mitigate the risks of students being radicalised.

3. **The provider employs appropriate managerial and administrative staff**

- 3.1 There are appropriate policies and effective procedures for the recruitment and continuing employment of suitably qualified and experienced staff.  Yes  No
- 3.2 Experience and qualifications claimed are verified before employment.  Yes  No
- 3.3 There is an effective system for regularly reviewing the performance of staff.  Yes  No

**This standard is judged to be:**  Met  Partially Met  Not Met

**Comments**

3.1 3.2 The owners undertake the management and administration tasks. Therefore, they do not need systems to recruit staff.

The owners are the only staff. Appropriate procedures are in place for reflecting on the performance of the courses.

4. **Publicity material, both printed and electronic, gives a comprehensive, up-to-date and accurate description of the provider and its programmes**

- 4.1 Text and images provide an accurate depiction of the provider's location, premises, facilities and the range and nature of resources and services offered.  Yes  No
- 4.2 Information on the courses available is comprehensive, accurate and up to date.  Yes  No

**This standard is judged to be:**  Met  Partially Met  Not Met

**Comments**

The website provides a clear, accurate and up-to-date description of the work of Lexical Lab and the courses available.

5. **The provider takes reasonable care to recruit and enrol suitable participants for its courses**

- 5.1 Entry requirements for each course, including those relating to language ability, are set at an appropriate level and clearly stated in the course descriptions seen by prospective participants.  Yes  No  NA
- 5.2 A formal application process ensures that participants meet the entry requirements and any claimed qualifications are verified.  Yes  No  NA
- 5.3 The provider replies to all application enquiries promptly and appropriately and briefs all stakeholders properly on the nature and requirements of its programmes.  Yes  No  NA
- 5.4 Any overseas recruitment agents are properly selected, briefed, monitored and evaluated.  Yes  No  NA

**This standard is judged to be:**  Met  Partially Met  Not Met

**Comments**

Entry requirements are clearly stated on the website and on the Portable Document Format (PDF) forms of the course content that are sent out to prospective delegates. Also included in the documentation is a useful summary that helps prospective delegates to reflect on the suitability of the course. It is likely that many of the delegates will be teachers who have used the Lexical Lab materials and will be familiar with the methodology used.

6. **There is an appropriate policy on participant attendance and effective procedures and systems to enforce it**

6.1 There is a clear and published policy on participant attendance and punctuality.  Yes  No

**This standard is judged to be:**  Met  Partially Met  Not Met

**Comments**

The attendance requirements are clearly outlined in the participant handbook.

**INSPECTION AREA - PARTICIPANT WELFARE**

20. **Where residential accommodation is offered, it is fit for purpose, well maintained and appropriately supervised**

20.1 Any residential accommodation is clean, safe and of a standard which is adequate to the needs of participants.  Yes  No

20.2 Any residential accommodation is open to inspection by the appropriate authorities, including Ofsted where participants under 18 are accommodated.  Yes  No  NA

20.3 Clear rules and fire, health and safety procedures are in place, with appropriate precautions taken for security of participants and their property.  Yes  No

20.4 A level of supervision is provided appropriate to the needs of participants.  Yes  No

20.5 Separate accommodation blocks are provided for participants under 18.  Yes  No  NA

**This standard is judged to be:**  Met  Partially Met  Not Met  NA

**Comments**

21. **Where home-stay accommodation is organised, the welfare of participants is ensured and the provider's relationship with hosts is properly managed**

- 21.1 Due care is taken in selecting home-stay accommodation which both provides a safe and comfortable living environment for participants and is appropriately located for travel to the provider and back.  Yes  No
- 21.2 Any home-stay accommodation is inspected before participants are placed and is subject to regular re-inspection by a responsible representative or agent of the provider.  Yes  No
- 21.3 The provider has appropriate contracts in place with any hosts, clearly setting out the rules, terms and conditions of the provision.  Yes  No
- 21.4 Appropriate advice and support is given to both hosts and participants before and during the placement.  Yes  No
- 21.5 Clear monitoring procedures are in place with opportunities for participant feedback and prompt action taken in the event of problems.  Yes  No

**This standard is judged to be:**  Met  Partially Met  Not Met  NA

**Comments**

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22. **The provider provides an appropriate social programme for participants and information on leisure activities in the area**

- 22.1 Participants are provided with appropriate information on opportunities for participation at events and other leisure activities which may be of interest.  Yes  No
- 22.2 The social programme is responsive to the needs and wishes of participants.  Yes  No  NA
- 22.3 Any activities within the social programme have been chosen with consideration for their affordability by the majority of participants.  Yes  No  NA
- 22.4 Any activities organised by the provider are supervised by a responsible representative with suitable qualifications and experience.  Yes  No  NA

**This standard is judged to be:**  Met  Partially Met  Not Met  NA

**Comments**

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A social programme is included in the timetable for the short courses and is included in the cost of the course. It provides a good opportunity to develop an awareness of cultural aspects of life in the United Kingdom (UK).

## INSPECTION AREA - PREMISES AND FACILITIES

### 23. The provider has secure possession of and access to its premises

23.1 The provider has secure tenure on its premises.  Yes  No  NA

23.2 Where required, the provider has access to suitable external premises for training purposes of a temporary or occasional nature.  Yes  No  NA

**This standard is judged to be:**  Met  Partially Met  Not Met  NA

#### Comments

A rental agreement is in place for the hire of rooms at the Holloway Road campus of the London Metropolitan University for training purposes.

### 24. The premises provide a safe, secure and clean environment for participants and staff

24.1 Access to the premises is appropriately restricted and secured.  Yes  No

24.2 The premises are maintained in an adequate state of repair, decoration and cleanliness.  Yes  No

24.3 There are specific safety rules in areas of particular hazard (e.g. science laboratories), made readily available to participants, staff and visitors.  Yes  No  NA

24.4 General guidance on health and safety is made available to participants, staff and visitors.  Yes  No

24.5 There is adequate signage inside and outside of the premises and notice boards for the display of general information.  Yes  No

24.6 There is adequate circulation space for the number of participants and staff accommodated, and a suitable area in which to receive visitors.  Yes  No

24.7 There are toilet facilities of an appropriate number and level of cleanliness.  Yes  No

24.8 There is adequate heating and ventilation in all rooms.  Yes  No

**This standard is judged to be:**  Met  Partially Met  Not Met

#### Comments

It is not possible, at this stage, to form a judgment about the quality of the premises to be used. However, because they are provided by a local university, it is anticipated that they will be of a good standard and meet appropriate health and safety requirements. When the Stage 3 inspection takes place, it will be possible to judge the quality of the training rooms, that are being used.

25. **Training rooms and other learning areas are appropriate for the courses offered**

- 25.1 Training rooms and other learning areas provide adequate accommodation in size and number for the classes allocated to them.  Yes  No
- 25.2 Training rooms and any specialised learning areas (e.g. laboratories, workshops, studios) are equipped to a level which allows for the effective delivery of each course.  Yes  No
- 25.3 There are facilities suitable for conducting the assessments required on each course.  Yes  No  NA

**This standard is judged to be:**  Met  Partially Met  Not Met

**Comments**

It is not possible, at this stage, to form a judgment about the quality of the premises to be used. However, because they are provided by a local university, it is anticipated that they will be of a good standard. When the Stage 3 inspection takes place, it will be possible to judge the quality of the training rooms, that are being used.

26. **There are appropriate additional facilities for participants and staff**

- 26.1 Participants have access to sufficient space and suitable facilities for private study, including library and IT resources.  Yes  No  NA
- 26.2 Trainers have access to sufficient personal space for preparing lessons, marking work and relaxation.  Yes  No  NA
- 26.3 Participants and staff have access to space and facilities suitable for relaxation and the consumption of food and drink where appropriate.  Yes  No  NA
- 26.4 Participants and staff have access to storage for personal possessions where appropriate.  Yes  No  NA
- 26.5 There are individual offices or rooms in which trainers and senior management can hold private meetings and a room of sufficient size to hold staff meetings.  Yes  No

**This standard is judged to be:**  Met  Partially Met  Not Met

**Comments**

It is not possible, at this stage, to form a judgment about the quality of the premises to be used. However, because they are provided by a local university, it is anticipated that they will be of a good standard. When the Stage 3 inspection takes place, it will be possible to judge the quality of the training rooms, that are being used.

A cafe is available on site.

**COMPLIANCE WITH STATUTORY REQUIREMENTS**

Declaration of compliance has been signed and dated.  Yes  No



**PART C - SUMMARY OF STRENGTHS AND ACTION POINTS**

*Numbering of action points aligns with that of the minimum standards*

**MANAGEMENT, STAFFING AND ADMINISTRATION**

**Provider's strengths**

The managers are very experienced in English language teaching.

The managers have developed a range of short courses to meet a particular niche in the market for teachers of English.

The managers have established effective electronic systems to ensure the efficient administration of the short courses.

The website provides an effective marketing tool.

Actions required	Priority H/M/L
None	<input type="radio"/> High <input type="radio"/> Medium <input type="radio"/> Low

**PARTICIPANT WELFARE**

**Provider's strengths**

The social programme, that is planned, provides a good opportunity to develop an awareness of cultural life in the UK.

Actions required	Priority H/M/L
None	<input type="radio"/> High <input type="radio"/> Medium <input type="radio"/> Low

**PREMISES AND FACILITIES**

**Provider's strengths**

Actions required	Priority H/M/L
None	<input type="radio"/> High <input type="radio"/> Medium <input type="radio"/> Low

## **RECOMMENDED AREAS FOR IMPROVEMENT**

The Provider should consider developing a risk assessment and action plan to mitigate the risks of students being radicalised.

## **COMPLIANCE WITH STATUTORY REQUIREMENTS**

The premises will be inspected at the time of the Stage 3 Inspection.