

Gold Accreditation of: Living Learning English Ltd

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The gold inspection report falls into the following sections:

1. About the Guardianship Organisation
2. Review of the quality standards
3. Lead Inspector Overview
4. Conclusion



About the Guardianship Organisation

Living Learning English Ltd has been in existence since 1995 providing a wide range of courses for students and business managers and executives. The company refers to itself as an English language home tuition and guardianship organisation, accredited by the British Council for the English language courses. Living Learning English Guardianship offers a complete Educational Guardianship Service which complements its English language course provision. The organisation is owned and run by Kate Hargreaves. There is a dedicated senior leadership team (SLT) who support her including: the academic manager, senior guardianship manager and business development manager. The SLT is also supported by an office administration team and course managers. The majority of students come from mainland China, with some from countries such as Hong Kong and Russia Spain, Germany, Russia and Ukraine for example. This is a re-accreditation inspection.

Review of the AEGIS Quality Standards

Standard One: Statement of company aims, principles and practice	Met
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The guardianship organisation has a clear statement of aims, principles and practice which is made available to all relevant parties. Living Learning English Ltd is successful in meeting their aims and practice.

Standard Two: Management of the Guardianship Organisation	Met
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Suitable safer recruitment procedures are in place, and checks are undertaken on staff, volunteers and homestays. Clear job descriptions are provided as well as appropriate induction for all positions. Suitable contracts are in place for staff, homestays and parents. These are signed and dated by both parties and a copy is retained by the guardianship organisation. Comprehensive handbooks have been produced for students, parents, and homestays.

Living Learning English Ltd has up-to-date professional indemnity, public and employer's liability insurance in place that is sufficient to cover the scope of their business. A suitable system is in place to ensure that all homestays are aware of the need to inform their home and car insurers of the fact that they are hosting students. Record keeping is efficient, with all required documentation stored in a suitable manner. Suitable emergency procedures are in place. These include a 24-hour emergency contact number and emergency plan that outlines how Living Learning English Ltd will deal with reasonably foreseeable emergencies. Suitable

arrangements are in place for any student who cannot be accommodated by their school due to illness, disciplinary action or any other cause.

Due regard is paid to protecting data and following the correct procedures for information sharing. This is outlined in the guardianship organisation's Data Protection Policy and Privacy Notice. Living Learning English Ltd is registered with the Information Commissioner's Office and have appointed a data controller. Suitable consent is sought before using any photographs of students on their website or in any publicity material.

Suitable financial arrangements are in place to ensure that transactions are prompt in line with contractual agreements. Policies are reviewed at least annually, and all policies include a publication and review date.

Standard Three: Pre-Arrival Support	Met
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Prior to arrival, Living Learning English Ltd provides students and parents with information about their initial meeting and how they will meet their homestay or be taken to their school.

Standard Four: Student Induction	Met
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Living Learning English Ltd has a comprehensive student handbook that is written in appropriate language for the age of the reader. This includes important information on safeguarding and who to turn to should they have any concerns. Students are provided with a suitable induction on or shortly after their arrival in the UK. This includes spending time going through the student handbook to ensure that they understand the contents.

Standard Five: Travel Arrangements	Met
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Systems for organising student travel are efficient and suitably documented. Permissions for travel are sought and recorded. Any travel arrangements organised by the guardianship organisation are shared with the relevant parties. Living Learning English Ltd ensures that any taxi firms used are licenced, and obtains confirmation that suitable safeguarding checks have been conducted on the drivers who will provide transport to their students. The guardianship organisation ensures that laws for wearing seatbelts and use of car seats and booster seats where required are adhered to when students are transported.

Standard Six: Homestays	Met
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Comprehensive checks are undertaken on homestays and all members of their household before placing students with the homestay. Full details are gathered on all homestay members who are either permanently resident or temporarily living away from home. A homestay profile is produced using this information to provide students and their parents with an insight into what life will be like whilst staying with the family. Suitable checks are undertaken to ensure that student accommodation is provided in line with the AEGIS requirements. Living Learning English Ltd ensures that homestays provide suitable meals, drinks and snacks throughout their stay as well as suitable laundry facilities if students are resident for more than one night. Guidance is provided to homestays on e-safety and internet provision. The guardianship organisation ensures that homestays are clear on the expected code of conduct when hosting students. Training is provided at least annually and includes a safeguarding update. Due consideration is given to health and safety requirements and checks are undertaken on the accommodation before any student is placed within the household and thereafter on an annual basis. These cover all of the areas AEGIS requires. Comprehensive notes of this visit are recorded and stored appropriately within the homestay file. Homestays are made aware that they are expected to cooperate with an inspection that Living Learning English Ltd is subject to by AEGIS or any statutory body.

Standard Seven: Student Folder	Met
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The guardianship organisation maintains suitable student files that include all required information. These are stored securely, in line with data protection principles. Permission is obtained from parents to hold this information and pass it to homestays and schools as appropriate.

Standard Eight: Safeguarding, Child Protection and Welfare	Met
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Living Learning English Ltd has a suitable Safeguarding and Child Protection Policy that is shared with relevant parties and updated at least annually or more regularly as required. Students are provided with appropriate safeguarding information for their age. The guardianship organisation has a Designated Safeguarding Lead as well as a deputy. Both have suitable training for their roles that is reviewed every two years. Other members of staff, volunteers and homestays have received appropriate training for their role. This is renewed every three years. A suitable record of training is maintained. In-house update training is also provided regularly to ensure that homestays and staff are aware of the most up-to-date guidance.

Living Learning English Ltd has a suitable procedure for whistleblowing and reporting low level concerns. There is a suitable policy covering anti-radicalisation and the *Prevent Duty* as well as ones for anti-bullying including cyberbullying and e-safety. Procedures to follow in the event of a missing student meet the AEGIS requirements. Suitable guidelines are in place to cover the positive behaviour it expects from its students. These are tailored to the age of the students. Similarly the guardianship organisation has an appropriate code of conduct that provides guidance on behaviour that it expects from all members of staff and homestays working within the organisation.

Standard Nine: Complaints	Met
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Living Learning English Ltd has a suitable policy that outlines the procedure for recording and responding to complaints in a timely manner. This covers an informal and formal resolution stage as well as a further stage for referring the matter to AEGIS if the complaint cannot be resolved by the guardianship organisation. Records are kept of any complaints, along with any action taken as a result of those complaints, regardless of whether they are upheld.

Standard Ten: Day students and Private Fostering	Met
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Living Learning English Ltd understands the legal requirements for private fostering and explains these to the school and homestay, liaising with them to ensure that the local authorities are informed of such an arrangement within the expected timescales. They adhere to the regulations regarding private fostering in place within their local area as directed by their local authority. Suitable records are kept of any correspondence with the local authority fostering team, with permissions secured to share such information as necessary with students, parents/agents, homestays and partner schools. The guardianship organisation carries out regular visits to homestays who accommodate day students who are over the age of 16. The Educational Guardianship side of the company has only been involved in Private fostering as a result of the recent Covid-19 pandemic.

Standard Eleven: Liaison with Partner Schools	Met
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Living Learning English Ltd keeps in regular contact with the student's school in line with the requirements of the parents. They have fostered effective means of communication with the most suitable person in the school, informing them whenever they are visiting the site. Schools are provided with an appropriate statement of service. Living Learning English Ltd liaises with the school where appropriate regarding travel and homestay arrangements.

Lead Inspector Overview

Living Learning English Ltd aims to provide a high quality service of guardianship closely linked with personalised English language training as all of their homestay hosts are also teachers and can act as tutors. In this way the organisation successfully meets its' aim to ensure all their students can reach their full potential, in a total immersion of English life and culture. Guardianship students are also able to take advantage of the the excursions and language courses which the company also provide as well as academic tuition and online tuition.

The company is run and managed by its owner supported by a senior leadership team and office administration team. Records and communications are managed through a computerised electronic management system, which is effectively organised and run so that records are accurate and fully support the efficient day to day management of guardianship arrangements. This is line with company values to be adaptable and work innovatively to adapt to the needs of students. Living Learning English Ltd has comprehensive and detailed policies fully in line with and often going beyond the Aegis requirements. Of particular note are the very informative handbooks and safeguarding policy, which give excellent guidance and support to homestays and families so they are fully prepared for all possible eventualities. The pupils' handbooks are written with different age groups in mind and are appropriately designed for their target audience. The safeguarding policy is also available on the website and includes all the organisation's policies and procedures so that everything is clear, transparent and fully available at all times to all stakeholders, in line with company values.

Records held by Living Learning English Ltd show that students receive regular visits whilst at school, including an initial meeting to ensure students have settled well and to explain company policies and procedures. Under restrictions due to the pandemic these were held online. Most of the students who replied to the questionnaire said they found this process and the associated handbooks useful. The organisation produces excellent induction leaflets appropriate to different age pupils, which reiterate key information including aspects of UK law, issues relating to travel arrangements and key safeguarding details, with pictures of the key team and their contact details. Almost all students felt they had received sufficient information prior to coming to the UK; the organisation runs induction interviews online for all families before students come to the UK. Almost all the schools who responded to the questionnaire indicated that the organisation has a very high level of care, acting as excellent advocates for the students, working from the premise of what is in the students' best interests.

In line with relevant Aegis requirements records indicate effective arrangements are made by Living Learning English Ltd when organising travel for the students in their care being especially mindful of the extra requirements for travel during the pandemic. The organisation is very efficient and thorough in making such all parties are aware of the arrangements. This conclusion is supported by questionnaire responses where almost all the parents and schools are very happy with the level of communication.

Living Learning English Ltd take their role in the safeguarding of students extremely seriously and are very thorough in ensuring all requirements are in place and frequently monitored. This is manifested through their robust recruitment systems, where every care is taken to follow the

required procedures and keep meticulous records. These records also show that homestay hosts are given appropriate annual training and very regular updates on safeguarding via the homestay portal. Living Learning English Ltd make good use of their portal to circulate information to hosts via videos, often with refresher videos prior to hosting new students, or by hosting online meetings. Visits ensure understanding of the procedures is checked. Interviews with hosts together with questionnaire responses indicate that the information provided in the detailed handbook and policies, is much appreciated and regularly referred to. Hosts are given appropriate detailed information about the students to allow the host to provide the best experience possible.

Living Learning English Ltd provide detailed and beautifully presented host profiles, drawing on hosts situated across the country. Records indicate that the guardianship organisation is rigorous in ensuring that the hosts can offer accommodation in line with all Aegis requirements and the accommodation is regularly monitored to ensure the highest of standards. Visits to host families are followed up with welcome phone calls, to ensure everyone is well supported, in line with the company values to be welcoming and helpful to everyone they work with, and genuinely caring for their students. Hosts were particularly impressed by the excellent amount of supportive information, which is available to them via the portal. The portal also acts as an efficient way of communicating and where all policies, and documentation can be easily found and exchanged securely.

Living Learning English Ltd has an appropriate complaints policy which is now in line with Aegis standards and no formal complaints have been received. The company liaises appropriately and swiftly with all parties and so ensures concerns are rare, fulfilling their aim to communicate openly and proactively.

The educational guardianship side of the company has not previously been involved with private fostering as the company hosts no day students. However, they have abided by the appropriate requirements to offer this during the pandemic, building on the expertise already held by the company who offer this role as part of their tuition programme.

This guardianship organisation is highly professional and well organised, its name embodies all that it aims for with its students to enable them to have a holistic living and learning experience of English.

Lead Inspector: Vivien Sergeant

Conclusion

The AEGIS Trustees are satisfied that Living Learning English Ltd meets the quality standards and have awarded AEGIS gold re-accreditation on 6th May 2021. Re-accreditation will be due in April 2025.