



## **BRITISH ACCREDITATION COUNCIL INSPECTION REPORT**

### **INTERIM VISIT (Short Course Provider)**

**PROVIDER:** XKeys Limited

**ADDRESS:** 48 Fitzalan Road  
Finchley  
London  
N3 3PE

**HEAD OF PROVIDER:** Mr Richard Bernstein

**DATE OF VISIT:** 27 July 2018

**ACCREDITATION COMMITTEE DECISION AND DATE:** Continued accreditation 29 November 2018

## **PART A - INTRODUCTION**

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

XKeys Limited (the Provider) is a private organisation with two shareholders, who act as the Directors. The Provider has been running day and residential camps for young learners, aged 3 to 17, at dedicated locations in the United Kingdom (UK) for nearly 20 years. BAC accreditation applies to the summer camp programme for participants aged 8 to 17, which was run at Monmouth School, in Wales in July and August 2018.

The senior management team consists of a principal Director, who is normally present at the camps, and a co-Director. The co-Director acts as the co-ordinator, across all the camps, on a day-to-day basis. Teaching and administrative staff are led by the Camp Managers, who are responsible for day-to-day operations.

XKeys aims to provide residential camps for children in a supportive, friendly environment in dedicated camp locations, so that children can take part in challenging, enjoyable activities and English lessons within a safe and relaxed setting.

Monmouth School is a high-quality independent school. Its extensive facilities include a swimming pool, sports hall, 500-seat theatre and all-weather sports pitches. This summer camp programme was first run in Monmouth in 2016.

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

The camp activities consist of recreational, social and creative activities, together with trips to local places of interest such as Bath and Bristol. Recreational activities include water polo, football, lacrosse, rounders and athletics. Social activities include a talent show, disco, debating sessions, Dragons Den and Staff Versus Kids activities. Creative activities include graffiti art, dream catcher making, improvisation workshop, yoga and Zumba. English lessons, of up to 12 hours a week, are offered as an optional extra. In 2017, the camp increased its duration to over five weeks. Parents choose how many weeks their children will attend the camp. The average stay is two weeks.

At the time of the inspection, 119 participants were registered, which is an increase on the previous year's figure. A small majority of the participants are female. There were 22 participants in the eight to ten-year age group, 55 participants in the 11 to 13 age group, 41 students in the 14 to 16 age group and one participant aged 17. Participants came from a number of countries including the UK, United States of America, Cameroon, China, France, Hong Kong, Italy, Portugal, Russia, Spain and Turkey.

### **3. Inspection visit process**

One inspector carried out the inspection over one day. The inspection took place at Monmouth School for Boys, Monmouth. Discussions took place with the Director, Head of Regulation and Training and the Centre Manager. Key staff and teachers were also involved during the inspection visit and contributed to the discussions. The visit included a tour of the facilities where sessions were currently taking place. XKeys provides optional English language sessions and a session was observed as part of the process. The team were extremely co-operative and helpful throughout the whole process.

#### **4. Inspection history**

Stage 2 inspection: 8 March 2017

Stage 3 inspection: 1-2 August 2017

## PART B – JUDGMENTS AND EVIDENCE

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

### 1. Significant changes since the last inspection

The Provider has introduced a new software system to provide a central repository of participant details such as medical records, consent forms, pre-course information, issues with behaviour, incident reports and booking details. It also provides a portal for participants, parental guardians to access a daily update on the participants and the activities at the camp through photographs and a social media platform.

A number of new and updated procedures have been developed in response to an on-going review of the Provider's needs. Examples include a Portable Electronic Device Safety policy, a procedure for evening close-down and a minibus driving checklist.

### 2. Response to action points in last report

There were no action points in the last report.

### 2. Response to recommended areas for improvement in last report

There were no recommended areas for improvement in the last report.

### 4. Compliance with BAC accreditation requirements

#### 4.1 Management, Staffing and Administration (spot check)

	Met	Partially met	Not met	
The standards are judged to be	✓			
<b>Comments</b>				
<p>The Provider is led by the Director and key members of staff who have many years of experience in the management and delivery of summer camps. The Provider is extremely well-organised and run and is supported by effective management structures with clear and defined lines of communication within the organisation.</p> <p>The management team are highly proactive in their review and on-going development of the business to ensure that the provision is of the highest standard and fulfils the needs of their participants. There is a continual drive to improve the provision and to ensure that all parties are considered and included.</p> <p>The Provider reviews all procedures and policies on an annual basis and has been highly responsive in ensuring that there are clear guidelines for all parties. Policies and procedures are published on the staff social media group page for each camp. There is a checking mechanism to ensure that staff are up-to-date with their training and have accessed the updates to policies and procedures. The quality of the administration and management of academic and social activities is of an excellent standard.</p> <p>Job descriptions have been reviewed to provide clarity on staff roles and responsibilities. Qualifications of all staff are now stored in a secure electronic repository. Application and interview processes have been reviewed to include the vetting procedures for suitable staff. A training programme has been introduced for all staff to support them in undertaking their roles.</p>				

There is an effective on-boarding and training programme for new staff and existing staff are fully supported to undertake their role. This support has been further enhanced through the introduction of the centralised system to house participant details and also acts as the hub for all communication.

The Provider has also introduced feedback questionnaires from the participants and parental guardians. These are discussed at team meetings and form part of the review and development process. The feedback mechanisms that have been developed provide a channel where participants and parental guardians are able to provide their comments and suggestions.

#### 4.2 Teaching, Learning and Assessment (spot check)

	Met	Partially met	Not met	
The standards are judged to be	✓			
<b>Comments</b>				
<p>The Provider has a robust recruitment and appraisal process to ensure that all teachers are well qualified and competent to undertake their role. The session observed provided an inclusive learning environment that ensured that the differentiated abilities and needs of individual participants were cared for.</p> <p>There is a high standard of participant feedback and the variety and content of the activities was enjoyed by participants. This was evident through their participation, enthusiasm, motivation and feedback when questioned informally on their time and experience at the camp.</p>				

#### 4.3 Participant Welfare (spot check)

	Met	Partially met	Not met	
The standards are judged to be	✓			
<b>Comments</b>				
<p>The Provider has detailed, comprehensive and up-to-date policies and procedures relating to the safeguarding and welfare of the participants and the staff.</p> <p>The Provider was able to provide comprehensive detail on its safeguarding procedures. The system in place is robust with clear channels of authority and communication channels regarding the training, identification and reporting of any safeguarding concern. This process also extends to any concerns over an individual's welfare whilst on-course. All staff receive initial and update training on safeguarding and welfare. All procedures and documentation are included in the staff handbook and also on the centralised system.</p> <p>The inspection visit included a tour of the boarding facilities and these were found to be well appointed and regulated to ensure the safety and security of the participants.</p>				

#### 4.4 Premises and Facilities (spot check)

	Met	Partially met	Not met	
The standards are judged to be	✓			
<b>Comments</b>				

The Provider hires the facilities at Monmouth School for Boys which is a private school premises in Monmouth. The premises offer a wide range of facilities and equipment as well as accommodation to run the provision. The premises are regarded highly nationally and provide an excellent and conducive environment to learn.

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

<b>STRENGTHS</b>
<p>The Provider is extremely well managed and led by well-qualified and passionate individuals who are committed to delivering the highest standard of provision and participant experience.</p> <p>The Provider has been proactive in exploring ways in which it can improve and enhance the provision and the support that is given to its staff, the participants and their parental guardians.</p>

<b>ACTIONS REQUIRED</b>	<b>Priority H/M/L</b>
None	

<b>RECOMMENDED AREAS FOR IMPROVEMENT</b>
None

<b>COMPLIANCE WITH STATUTORY REQUIREMENTS</b>	
<b>Declaration of compliance has been signed and dated.</b>	<b>YES</b>
<b>Further comments, if applicable</b>	