

Churchill House School of English Language, Ramsgate 16–17 October 2025

There is very good provision for pastoral care with all staff, teachers and hosts encouraged to be aware of students' welfare needs. Staff are very courteous and helpful to all stakeholders including students and group leaders. Both of these groups spoke very positively about the friendliness and the excellent treatment they had received from all staff. Staff are helpful and courteous to students and their representatives, and provide good levels of customer service

The academic staff team has a professional profile (qualifications and experience) that is clearly appropriate to the school's context. The school benefits from having a team of highly experienced and suitably qualified academic managers. Courses include clear and systematic strategies for helping students to develop skills outside the classroom. For example, lessons include role plays and dialogues that prepare learners for interacting with homestay hosts, in shops and on excursions. Students benefited from appropriate and timely feedback on their performance during the lesson. Teachers largely promoted a positive and inclusive learning atmosphere through establishing good rapport, keeping the pace lively, and generally delivering student-centred lessons

The accommodation manager has been with the school for several years and has an in-depth knowledge of the homestays. The accommodation seen during the inspection was of a high standard and students and group leaders reported positively on their hosts and the facilities available to them within the homes. Hosts demonstrated a good knowledge of their current and previous students and were fully aware of their responsibilities to the school. Initial feedback is gathered from group leaders for their students. During the focus group they reported that any issues were dealt with promptly and efficiently.

A bespoke leisure programme is prepared for each group in consultation with group leaders. These include a wide range of activities and excursions that are appropriate to the age and interests of the students. Consideration is given to returning students and activities are adapted in response to student and group leader feedback. Activities are led by a team of knowledgeable and engaging staff who receive a comprehensive induction and ongoing training and support from the activities manager. Detailed briefings take place prior to all activities or excursions, including itineraries and risk assessments.

There is a safeguarding policy which specifies procedures to ensure the safety and well-being of all students under the age of 18. The comprehensive policy is very well presented and clearly organised, supported by additional practical documents including codes of conduct and incident-reporting forms. All hosts complete basic training and receive regular updates and reminders from the accommodation team. Posters are displayed around the school and students are made aware of relevant safeguarding points during their first day induction. A high ratio of staff to students and well considered risk assessments ensure students are very well supervised both on the premises and during activities.

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