

Organisation name	East Midlands School of Business Management, Leicester
Inspection date	8–9 February 2022

Section standards	
Management 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
Premises and resources 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
Teaching and learning 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
Welfare and student services 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
Safeguarding under 18s 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 accreditation with a spot check in the first 18 months. Evidence must be submitted within three months to demonstrate that weaknesses in W2 have been addressed. The required evidence was subsequently submitted.

Summary statement

The British Council inspected and accredited East Midlands School of Business Management, Leicester in February 2022. 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 for details).

This private language school offers courses in general and academic English for adults (18+) and young people (16+).

Strengths were noted in the areas of strategic and quality management and staff management.

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

Introduction

The school opened as a language school in 2009 and moved to its current premises in 2016. The company also owns a nursery, located in the same building. The majority of students are generally either based in Leicester or arrange their temporary accommodation for themselves while they are studying at the school.

At the beginning of 2020 the school was temporarily closed in line with the government pandemic requirements. A new principal was appointed in September 2020 and a new director of studies (DoS) in January 2021. A teacher, previously with the school since 2017, was appointed assistant director of studies (ADoS) at the beginning of 2022.

The inspection took the equivalent of one day and a half day over two days. Due to the global pandemic, the inspection was conducted remotely. In each case where criteria or areas could not be fully evaluated due to current circumstances, they are marked 'Partially assessed'. All partially assessed aspects of the operation will require further evaluation at the next inspection.

The inspectors had meetings with the managing director (owner), the school principal, the DoS and ADoS and the administrator. Focus groups were held with students and teachers. The two teachers, DoS and ADoS, timetabled for the week of the inspection were observed. One of the classes was conducted online the others were all face-to-face. One inspector followed a live virtual tour of the school's premises.

Address of main site/head office

41 Guildhall Lane, Leicester LE1 5FQ

Description of sites observed

The school occupies most of the first floor of the premises, located in the centre of Leicester. The nursery occupies the rest of the first floor. There are eight classrooms, three offices, a staffroom, a library/computer room and a small kitchen. The first floor is accessed by stairs or lift from the communal entrance hall. Male and female toilets are located off the first-floor landing.

Course profile	Year round		Vacation only	
	Run	Seen	Run	Seen
General ELT for adults (18+)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
General ELT for adults (18+) and young people (16+)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
General ELT for juniors (under 18)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
English for academic purposes (excludes IELTS preparation)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
English for specific purposes (includes English for Executives)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Teacher development (excludes award-bearing courses)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ESOL skills for life/for citizenship	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments

The school runs general English courses including IELTS, English for academic purposes and pre-sessional English courses. Students can choose from group classes for 10, 15, 20 or up to 30 hours per week, one-to-one classes or bespoke programmes. The majority of courses run for four hours from Monday to Thursday and for two and a half hours on Fridays. Students on more intensive courses study in the morning and the afternoon. Classes for women only are offered, but these were not running at the time of the inspection.

Management profile

Responsibility for the day to day running of the school lies with the managing director and the principal. The former is responsible for student services, finance and administration. In addition to Designated Safeguarding Lead (DSL) duties, the principal oversees academic matters with the DoS and manages the teaching team, the ADoS supports the DoS and has teaching responsibilities on the EAP course and foundation courses. Both the DoS and ADoS are timetabled to teach and the principal covers academic matters when they are in class.

Accommodation profile

N/a

Summary of inspection findings

Management

The provision meets the section standard and exceeds it in some respects. The management of the provision operates to the benefit of the students and in accordance with the provider's stated goals and values, and their publicity. Communication, feedback and review systems work very efficiently. Student administration is effective and aspects of publicity are good. *Strategic and quality management, staff management* are areas of strength.

Premises and resources

The provision meets the section standard. The premises are clean, modern and professional, and classrooms are suitably appointed. Resources for teaching and learning are limited but satisfactory. Guidance on the use of these resources is provided for students and staff where needed.

Teaching and learning

The provision meets the section standard. The academic team has a good profile in terms of qualifications and experience. Academic management systems are suitably organised and teachers are well supported. The teaching observed met the requirements of the Scheme.

Welfare and student services

The provision meets the section standard; the needs of the students for security, pastoral care, information and leisure activities are met. Students benefit from well-managed student services, including out-of-class activities.

Safeguarding under 18s

The provision meets the section standard. There is appropriate provision for the safeguarding of students under the age of 18 within the organisation and in any leisure activities provided. Aspects of the provision could only be partially assessed and will need to be checked at a future visit

Declaration of legal and regulatory compliance

The items sampled were satisfactory.

Evidence

Management

Strategic and quality management	Area of strength
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.	Strength
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 recorded.	Met
M6 The provider regularly seeks and records feedback from all staff on the services offered. Appropriate action is taken and recorded.	Met
M7 The provider reviews systems, processes and practices with a view to continuing improvement. Appropriate action is taken and recorded in an annual self-evaluation.	Strength

Comments

M2 Objectives and plans are very clear, thorough and explicit. Relevant managers have defined objectives with measurable steps. Documentation indicated that plans were monitored and there was evidence of work being carried out within the specified timeframes.

M3 The structure is very clear, cover and training is comprehensive.

M4 Both formal and informal channels of communication are in place. Supporting records of meetings and minutes are accessible and communication is not reliant on one format.

M7 The review processes are very thorough with a regular quality review cycle incorporating multiple sources of references, e.g. staff and student feedback, self-evaluation and previous inspection reports.

Staff management and development	Area of strength
M8 The provider implements appropriate human resources policies, which are made known to staff.	Met
M9 The provider specifies the duties of all staff working with ELT students, and regularly reviews these.	Met
M10 There are effective procedures for the recruitment and selection of all staff.	Strength
M11 There are effective induction procedures for all staff.	Met
M12 There are effective procedures for monitoring and appraising all staff, and for handling unsatisfactory performance or conduct. These procedures are made known to all staff.	Strength
M13 There are effective procedures to ensure the continuing professional development of all staff to meet the needs of the individual, the students and the organisation.	Strength

Comments

M10 A written recruitment policy is available and procedures are followed closely, for example, records showed ID checks, references and right to work in UK. The policy effectiveness was evident in the successful recruitment of a well-qualified management team which is experienced and balanced.

M12 Monitoring and appraisal systems are in place and there was evidence of implementation. The robust and supportive appraisal system is followed up and linked to continuing professional development (CPD) activities.

M13 CPD, available to all staff, is thorough. The professional needs of staff are appropriately aligned to organisational needs and there is a structured approach.

Student administration	Area of strength
M14 Staff are helpful and courteous to students and their representatives, and provide satisfactory levels of customer service.	Strength
M15 Students or their representatives receive sufficient information and advice on their course choices before arrival and during their stay.	Met
M16 Staff carry out enrolment, cancellation and refund procedures efficiently, fairly, and with appropriate sensitivity.	Met
M17 There are effective systems in place to maintain accurate and up-to-date records of student enrolment, payment and course details. These records are accessible at all times to authorised staff.	Met
M18 There are effective systems to maintain up-to-date and accessible records of local contact details for students, and their designated emergency contacts.	Met
M19 There is a clear and effective policy on student attendance and punctuality that is known to all staff and students and is applied consistently.	Met
M20 All staff and students are made aware of conditions and procedures under which a student may be asked to leave the course.	Met
M21 All students and, where appropriate, group leaders and parents/legal guardians, receive information in writing about how to make a complaint.	Not met

Comments

M14 Students receive a very high level of customer service and students commented positively on the attention they received.

M21 A detailed complaints procedure is made available to students via the website and in the student handbook. However, the language level is complex and requires some attention in order for it to be accessible to students with lower levels of English.

Publicity	Area of strength
M22 All publicity and information is accurate, and gives rise to realistic expectations about the premises, location, and the extent and availability of the services and resources.	Met
M23 All publicity and information about the provider and the services it offers is in clear, accurate and accessible English.	Met
M24 Publicity gives clear, accurate and easy-to-find information on the courses.	Met
M25 Publicity includes clear, accurate and easy-to-find information on costs.	Met
M26 Publicity or other information made available before enrolment gives an accurate description of the level of care and support given to any students under 18.	Not met
M27 Publicity gives an accurate description of any accommodation offered.	N/a
M28 Descriptions of staff qualifications are accurate.	Met

M29 Claims to accreditation are in line with Scheme requirements.	N/a
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Comments

The website is the main publicity source.

M26 Insufficient, accessible information about the level of support given to under 18s was provided. For example, there were no details of supervision outside class times or limits to supervision of 16–17 year-olds on adult courses. When this was drawn to the attention of management additional information was made available so this is no longer a point to be addressed.

Premises and resources

Premises and facilities	Met
P1 Premises, including any external areas, are in a good state of repair, cleanliness and decoration, and provide a comfortable environment for students and staff.	Strength
P2 Classrooms and other learning areas provide a suitable study environment.	Strength
P3 Students have adequate room and suitable facilities for relaxation and the consumption of food.	Met
P4 Free drinking water is available. A choice of appropriate food at affordable prices is available to students on site, if not available locally.	Met
P5 There is adequate signage to buildings, routes, rooms and exits, and there are facilities for the display of general information.	Met
P6 There is sufficient space for all staff, for meetings, relaxation and the storage of personal possessions, and for teachers to carry out their preparation and marking.	Met

Comments

P1 The premises are very well-maintained and benefit from regular and comprehensive decorating and maintenance checks. Toilet facilities were spotless and students commented very positively about the cleanliness of all the facilities.

P2 Classrooms and student areas vary in size and can accommodate different types of class and activity. The furnishings and quality of natural light allows for a very comfortable learning environment for students.

Learning resources	Met
P7 There are sufficient learning resources for the number of students enrolled, appropriate to their age and the level, length and type of courses offered.	Met
P8 There are appropriate resources for teachers, which are adequate in number, accessible, and well maintained and organised.	Met
P9 Any educational technology inside the classroom and elsewhere is well maintained with adequate technical support. Staff receive appropriate training in using the available technology to support learning.	Met
P10 Any facilities provided for additional or independent learning are appropriately equipped and organised.	Met
P11 Students receive guidance on the use of any resources provided for independent learning.	Met
P12 There is a policy for the continuing review and development of teaching and learning resources, and evidence of its implementation.	Met

Comments

All criteria in this area are fully met.

Teaching and learning

Academic staff profile	Met
T1 All academic staff have a level of education normally represented by a Level 6 qualification on the Ofqual register of regulated qualifications.	Met
T2 The teaching team has ELT/TESOL qualifications relevant to the courses they are teaching.	Met
T3 The teaching team has a range of experience, knowledge and skills appropriate to the courses offered and the needs of the learners.	Met

T4 The academic manager/academic management team has an appropriate professional profile to provide academic leadership.	Met
Comments	
T4 Although the head of the academic management team is not TEFLQ the rationale submitted was accepted in the context of this inspection. The academic management team is well qualified to cover the range of courses on offer and all members have the requisite management and full-time relevant teaching experience.	
Academic management	
T5 Teachers are matched appropriately to courses.	Met
T6 There are effective procedures for the appropriate timetabling of students, teachers, courses and classrooms.	Met
T7 There are formalised arrangements, satisfactory to students and staff, for covering for absent teachers.	Met
T8 Where enrolment is continuous, explicit attention is paid to all aspects of academic management affected.	Met
T9 There are effective arrangements, led by an academic manager, to ensure appropriate day-to-day guidance and support for all teachers.	Met
T10 There are effective arrangements for the observation and monitoring of teachers' performance by a TEFLQ academic manager.	Met
Comments	
All criteria in this area are fully met.	
Course design and implementation	
T11 Course design is based on stated principles. There is a coherent and appropriate course structure described in writing for teachers' guidance.	Met
T12 Course design is regularly reviewed in light of the different and changing needs of students and feedback from teachers and students.	Met
T13 Written course outlines and intended learning outcomes, appropriate to the course length and type, are available to students.	Met
T14 Any activities additional to English classes, and which form part of the language curriculum, encourage the acquisition of language and the development of relevant language skills.	N/a
T15 Courses include study and learning strategies that support independent learning and enable students to benefit from their programmes and continue their learning after the course.	Not met
T16 Courses include strategies which help students to develop their language skills outside the classroom and benefit linguistically from their stay in the UK.	Met
Comments	
T11 Courses are driven by the coursebook but schemes of work, to be completed in 12-week terms, break down the contents to be covered each week of each term.	
T15 Where coursebooks include guidance on study and learning strategies they are covered but strategies are not highlighted and or included systematically in the schemes of work.	
Learner management	
T17 There are effective procedures for the correct placement of students, appropriate to their level and age.	Met
T18 There are effective procedures for evaluating, monitoring and recording students' progress.	Met
T19 Students are provided with learning support and enabled to change courses or classes where necessary.	Met
T20 Where relevant, students are guided to select the examinations and examination training best suited to their needs and interests.	N/a
T21 Academic reports are made available to students on request and, in the case of under 18s, to their parents/guardians.	Met
T22 Students wishing to progress to mainstream UK education have access to relevant information and advice.	Met

Comments

All relevant criteria in this area are fully met.

Classroom observation record

Number of teachers seen	4
Number of observations	8
Parts of programme(s) observed	All

Comments

One of the eight classes observed was conducted online with the two EAP students attending virtually from their home country.

Teaching: classroom observation	Met
T23 Teachers demonstrate sound knowledge and awareness of the use of English and the linguistic systems underlying it, and provide appropriate models of both spoken and written English.	Met
T24 The content of the lessons shows that the course objectives, the learning needs and cultural backgrounds of the students have been taken into account.	Met
T25 Lessons lead to relevant learning outcomes, made known to students and achieved through a coherent sequence of activities.	Met
T26 Teaching techniques are appropriate to the focus of the lesson and to the needs of the group and individual learners.	Met
T27 Teachers promote learning by the effective management of the classroom environment and resources.	Met
T28 Students receive appropriate and timely feedback on their performance during the lesson.	Met
T29 Lessons include activities to evaluate whether learning is taking place.	Met
T30 Teachers demonstrate the ability to engage students and create a positive learning atmosphere.	Strength

Comments

T23 Teachers produced accurate models of spoken language and explanations were generally clear with relevant models suitable for the students' level.

T24 Lesson plans were generally detailed with realistic timings. Stronger lesson segments took into account the class profile and allowed for differentiation.

T25 Intended learning outcomes were mostly identified on lesson plans and shared with students. A period of review with students featured at the end of classes and time was allocated to set homework. The sequence of activities was logical with most lessons closely following the coursebook.

T26 There was evidence of relevant techniques being used, for example, elicitation, nomination and concept checking. Attention to pronunciation was not consistent.

T27 Coursebooks form the basis of all lessons and whiteboards and resources were managed competently.

T28 Teachers monitored individual written work and pairwork activities appropriately. Students received feedback on the language they used and there was evidence of different correction techniques being used.

T29 Short tasks to check learning were mostly activities from the coursebook but were used effectively to assess of learning. Students could evaluate their own learning through short tasks.

T30 In the majority of segments students were engaged and participating positively. Teachers created a purposeful working atmosphere and enabled some personalisation of language. Pairing and group work was sensitively handled and teachers listened to students' contributions actively.

Classroom observation summary

The teaching observed met the requirements of the Scheme and was satisfactory against the criteria. Lesson plans contained relevant information and learning outcomes were identified, plans were supported by student profiles. There was a coherent sequence of activities although learning activities were very reliant on the coursebook in most lessons. Students were generally engaged and received supportive feedback and correction. There was a positive learning atmosphere in most classes observed.

Welfare and student services

Care of students	Met
W1 Providers ensure the safety and security of students on their premises by measures appropriate to their age and background, and the location.	Met
W2 There is a comprehensive plan to respond to any emergency. This plan is known to all staff, and relevant elements are known to students.	Not met
W3 Students receive pastoral care appropriate to their age, background and circumstances. All staff and students know the name(s) of the person or people who deal with students' personal problems.	Strength
W4 There are policies to promote tolerance and respect, and procedures for dealing with any abusive behaviour. All staff and students are aware of these.	Met
W5 Where relevant, students receive a 24-hour emergency contact number for the provider, in writing.	Met
W6 Students receive in advance information on the most appropriate forms of transport between the point of entry to the UK and the provider or accommodation, including approximate costs.	Met
W7 Students receive advice on relevant aspects of life in the UK.	Strength
W8 Students have access to adequate health care provision.	Met

Comments

W2 Emergency planning is limited to response to emergencies requiring the evacuation of the premises and does not cover response to any other emergency that could occur on or off site.

W3 Students receive very good pastoral care. Students know who they can go to with any problems and feel confident in doing so. Staff are well aware of, and bear in mind, the cultural backgrounds of their students.

W7 Students receive very helpful information, presented clearly in accessible language in a handbook and in a visually presented induction.

Accommodation (W9–W22 as applicable)	N/a
<i>All accommodation</i>	
W9 Students have a comfortable living environment throughout their stay.	N/a
W10 Arrangements for cleaning and laundry are satisfactory.	N/a
W11 A responsible representative inspects all accommodation (for safety and suitability) before students are placed, and at least every two years after that.	N/a
W12 Students receive written confirmation of accommodation booked, giving clear and accurate information.	N/a
W13 There are effective procedures for identifying and resolving any problems students have with their accommodation.	N/a
W14 Accommodation providers receive written confirmation of the rules, terms and conditions applied by the provider with respect to the provision of accommodation services.	N/a
W15 Students receive meals as agreed; these offer a well-balanced diet, taking into account any reasonable dietary requirements students may have.	N/a

Comments

None.

<i>Accommodation: homestay only</i>	
W16 Homestay hosts accommodate no more than four students at one time.	N/a
W17 Homestay hosts do not accommodate more than one student with the same language, unless the students, their agents, parents or legal guardians specifically request this in writing.	N/a
W18 No more than two students share the same bedroom, unless the students, their agents, parents or legal guardians specifically request this in writing.	N/a
W19 English is the language of communication within the homestay home.	N/a
W20 Hosts ensure that there is an adult available to receive students on first arrival.	N/a

Comments

None.

Accommodation: other	Met
W21 Students receive information about the implications of their living in private rented accommodation and advice in case of difficulties.	Met
W22 The provider monitors any other accommodation recommended, and booking and payment arrangements are clear.	N/a

Comments

The relevant criterion in the above area is met.

Leisure opportunities	Met
W23 Students have appropriate information about and access to social, cultural and sporting events and activities which enhance their experience of studying in the UK.	Met
W24 The content of any leisure programme is appropriate to the age and interests of the students.	Met
W25 Any leisure programmes are well organised and sufficiently resourced.	Met
W26 There are effective systems to ensure the health and safety of students on all on-site and off-site activities.	Not met
W27 Staff supervising sporting and leisure activities on or off-site have appropriate experience and training.	Met

Comments

W26 The risk assessments do not identify all associated risks and emergency procedures are not specified.

Safeguarding under 18s

Safeguarding under 18s	Met
S1 There is a safeguarding policy which specifies procedures to ensure the safety and well-being of all students under the age of 18. A named member of staff is responsible for implementing this policy and responding to child protection allegations.	Met
S2 The provider makes the policy known to all adults in contact with under 18s through their role with the organisation, and provides guidance or training relevant to its effective implementation.	Strength
S3 The provider has written parental/guardian consent reflecting the level of care and support given to students under 18, including medical consent.	Not met
S4 Recruitment procedures for all roles involving responsibility for or substantial access to under 18s are in line with safer recruitment good practice and the organisation's safeguarding policy.	Strength
S5 There are suitable arrangements for the supervision and safety of students during scheduled lessons and activities.	Partially assessed
S6 There are suitable arrangements for the supervision and safety of students outside the scheduled programme.	N/a
S7 There are suitable arrangements for the accommodation of students.	N/a
S8 There are suitable arrangements to ensure contact between the provider and parents, legal guardians or their nominated representatives concerning the welfare of students.	Partially assessed

Comments

There were no students aged under 18 during the inspection. Only one under 18 has been enrolled, for an online course, since 2019.

S2 All staff have received advanced level training and both the designated lead and deputy lead are trained to specialist level. Staff receive ongoing in-house training sessions on safeguarding issues.

S3 The consent form includes required contact details and medical consent. However, information about the level of care and support is in a separate document and is not covered in the consent.

S4 Very rigorous procedures are in place. Written references are followed up with phone calls, and thorough checks are carried out when staff are recruited from abroad.

S5 There are arrangements in place, but there were no students aged under 18 during the inspection.

S6 The school does not take responsibility for students outside the scheduled programme. This is made clear in the parental consent.

S7 The school does not arrange accommodation but reserves the right to check accommodation arranged for the student if not living with parents/guardian.

S8 There are arrangements in place, but there were no students aged under 18 during the inspection.

Declaration of legal and regulatory compliance

D1 The organisation certifies that it operates at all times in accordance with the declarations in the *Declaration of legal and regulatory compliance*.

The Accreditation Scheme requires accredited providers to comply with all applicable laws and regulations. Providers must take steps to ensure that they are aware of, and comply with, all existing and new legal requirements.

On initial application and annual renewal of accreditation, providers are required to confirm that they are complying with all applicable laws and regulations.

Inspectors will check a random sample of items during inspection, in relation to criterion D1; if they find evidence of a breach of statutory or other legal requirements, the provider will be required to submit evidence of compliance confirmed by the appropriate regulatory body.

Any breach of the law or regulations will be viewed seriously by the Scheme and may result in the withdrawal or withholding of accreditation.

Any sustained breach of the law or regulations which an accredited provider fails upon reasonable notice to remedy will result in accreditation being withdrawn.

Comments

D1 The items sampled were satisfactory.

Organisation profile

Inspection history	Dates/details
First inspection	August 2018
Last full inspection	November 2019
Subsequent spot check (if applicable)	N/a
Subsequent supplementary check (if applicable)	N/a
Subsequent interim visit (if applicable)	N/a
Current accreditation status	Not accredited
Other related non-accredited activities (in brief) at this centre	N/a
Other related accredited schools/centres/affiliates	N/a
Other related non-accredited schools/centres/affiliates	N/a

Private sector

Date of foundation	2009
Ownership	Name of company: JAK Leicester Ltd trading as ESBM Company number: 7100518
Other accreditation/inspection	ISI

Premises profile

Details of any additional sites in use at the time of the inspection but not visited/observed	N/a
Details of any additional sites not in use at the time of the inspection	N/a

Student profile

Student profile	At inspection	In peak week: July (organisation's estimate)
	At inspection	In peak week
ELT/ESOL students (eligible courses)		
Full-time ELT (15+ hours per week) 18 years and over	21	50
Full-time ELT (15+ hours per week) aged 16–17 years	0	0
Full-time ELT (15+ hours per week) aged under 16	0	0
Part-time ELT aged 18 years and over	2	0
Part-time ELT aged 16–17 years	0	0
Part-time ELT aged under 16 years	0	0
Overall total ELT/ESOL students shown above	23	50
Junior programmes: advertised minimum age	N/a	N/a

Junior programmes: advertised maximum age	N/a	N/a
Junior programmes: predominant nationalities	N/a	N/a
Adult programmes: advertised minimum age	N/a	N/a
Adult programmes: typical age range	N/a	N/a
Adult programmes: typical length of stay	N/a	N/a
Adult programmes: predominant nationalities	N/a	N/a

Staff profile	At inspection	In peak week (organisation's estimate)
Total number of teachers on eligible ELT courses	2	4
Number teaching ELT 20 hours and over a week	0	
Number teaching ELT under 19 hours a week	4	
Number of academic managers for eligible ELT courses	3	3
Number of management (non-academic) and administrative staff working on eligible ELT courses	2	
Total number of support staff	0	

Academic manager qualifications profile

Profile at inspection	
Professional qualifications	Number of academic managers
TEFLQ qualification	2
Academic managers without TEFLQ qualification or three years relevant experience	1
Total	3
Comments	
Principal non-teaching, DoS teaches 18.5 hours per week, ADoS teaches 26 hours (including 16 hours business and 10 hours EAP).	

Teacher qualifications profile

Profile in week of inspection	
Professional qualifications	Number of teachers
TEFLQ qualification	0
TEFLI qualification	2
Holding specialist qualifications only (specify)	0
Qualified teacher status only (QTS)	0
Teachers without appropriate ELT/TESOL qualification	0
Total	2
Comments	
None.	

Accommodation profile

Number of students in each at the time of inspection (all students on eligible courses)		
Types of accommodation	Adults	Under 18s
<i>Arranged by provider/agency</i>		
Homestay	N/a	N/a
Private home	N/a	N/a
Home tuition	N/a	N/a
Residential	N/a	N/a
Hotel/guesthouse	N/a	N/a
Independent self-catering e.g. flats, bedsits, student houses	N/a	N/a

<i>Arranged by student/family/guardian</i>		
Staying with own family	0	0
Staying in privately rented rooms/flats	23	N/a
Overall totals adults/under 18s	23	0
Overall total adults + under 18s		23

Points to be addressed

Points which must be addressed within three months

Welfare and student services

W2 Emergency planning is limited to response to emergencies requiring the evacuation of the premises and does not cover response to any other emergency that could occur on or off site.

Other points to be addressed

Management

M21 The complaint policy language level is complex and requires some attention in order for it to be accessible to students with lower levels of English

Teaching and learning

T15 Strategies are not highlighted and or included systematically in the schemes of work.

Welfare and student services

W26 The risk assessments do not identify all risks and emergency procedures are not specified.

Safeguarding under 18s

S3 The consent form includes required contact details and medical consent. However, information about the level of care and support is in a separate document and is not covered in the consent.

Action plan

It is now a requirement of M7 that an Action plan showing progress on all points to be addressed is submitted with the Annual declaration in the year following an inspection.

Following a review of this requirement, we are piloting a change to six months from the date of the committee meeting at which the report was considered. Therefore, your action plan must be sent to the Accreditation Unit by 2 September 2022. However, action on any points to be addressed with a specific earlier deadline must still be submitted by the deadline given in the results letter.

Once submitted the Action plan should be kept up to date (but not submitted unless requested) ready for future inspections.

Items to be assessed at follow up inspection

S5 There are arrangements in place, but there were no students aged under 18 during the inspection.

S8 There are arrangements in place, but there were no students aged under 18 during the inspection.