

# Management

## Standard

The management of the provision will operate to the benefit of its students, in accordance with its publicity and in accordance with the *Declaration of legal and regulatory compliance*.

### ***Legal and statutory regulations***

M1 Providers will operate at all times in accordance with the declaration made in the *Declaration of legal and regulatory compliance* form.

**Please note:** Inspectors may spot check elements of the legal and regulatory declaration, as well as awareness of and attention paid to compliance. (See page 19.)

### ***Staff management***

M2<sup>S</sup> There will be a clear structure of management and administration for the ELT operation and arrangements to ensure its continuity at all times.

M3 The duties of all staff working with ELT students will be specified.

M4<sup>S</sup> There will be effective channels of communication between all involved in the ELT operation (including homestay hosts and group leaders), and between the ELT operation and any wider organisation of which it is a part.

M5 In addition to complying with the statutory requirements, the provider will have and implement appropriate human resources policies for all staff.

M6 Employers will take all reasonable steps to investigate and verify the qualifications and experience of all prospective employees.

M7 The provider will have and implement appropriate induction procedures for all staff.

M8 There will be clear procedures for monitoring and appraising all staff, and for handling unsatisfactory performance.

M9 There will be a formalised policy and procedures to ensure the continuing professional development of all staff in order to meet the needs of the individual, the students and the organisation.

### ***Student administration***

M10<sup>S</sup> Staff will be helpful and courteous to students and there will be sufficient administrative staff and resources to handle the volume of work efficiently.

M11 Students will receive sufficient information and advice on their course choices before arrival and during their stay.

M12 Enrolment procedures will be carried out efficiently and with appropriate sensitivity.

M13 There will be effective systems to maintain up-to-date records of students' local and emergency or next of kin contact details. These will be accessible at all times to the person(s) within the ELT organisation responsible for responding to emergencies.

M14 There will be a clear and effective policy on student attendance and punctuality that will be known and applied to all students; accurate records will be kept and effective arrangements made for following up student absences.

M15 All staff and students will be made aware of conditions and procedures under which a student may be asked to leave the course.

## **Quality assurance**

M16<sup>N</sup> An appropriate action plan (template available on website), based on the points to be addressed of the previous inspection report, will be submitted in preparation for the next inspection or earlier as required by the ASAC. This plan will include a timeframe and will form part of the next inspection. There will be a satisfactory explanation for points not addressed.

M17 Providers will review systems, processes and practices with a view to continuing improvement. Appropriate action will be taken and recorded.

M18<sup>H</sup> The provider will regularly obtain and record feedback from students on all services offered. This will include initial and end-of-course feedback. Feedback will be circulated to relevant staff and appropriate action will be taken and recorded.

M19<sup>S</sup> The provider will regularly seek and record feedback from all staff on the services offered. Appropriate action will be taken and recorded.

M20 All students will be made aware of the organisation's complaints policy, which will be written in clear, accessible English. All complaints and the action taken will be recorded in writing.

### **Publicity - information available before enrolment**

*(Where one medium of publicity is clearly predominant and any other is primarily used to refer prospective students to the main medium, then the secondary medium need not fully meet criteria M23-M27, providing that its contents are accurate and comprehensible.)*

M21 All publicity and information (including social media) about the provider and the services it offers will be in clear and accurate English, accessible to non-native speakers, or in translation.

M22 Publicity and information about the provider and the services it offers will be accurate and give rise to realistic expectations about the premises, location, and the extent and availability of the services and resources.

M23 Publicity will give an outline description of each course, including objectives and levels.

M24 Publicity will give accurate information on the courses, including:

- the times of classes, any private study periods and the number of taught hours per week
- course dates and any non-teaching days within the course
- the minimum enrolment age
- maximum class size.

M25 Publicity will include clear, accurate and easy to find information on:

- the cost of tuition
- the cost of any teaching materials which students are required to buy
- the cost of any accommodation offered
- the approximate cost of any leisure programme not included in the course fees
- the approximate cost of any course related examination fees not included in the course fees
- the requirements for deposits, payment of fees, and the refund policy, including the arrangements and deadlines for cancellations.

M26 Publicity will give an accurate description of any accommodation offered:

- the provider will make it clear if accommodation offered is arranged by an agency
- the types of accommodation offered will be clearly described (please see the note on page 28).

M27 Publicity will give an accurate description of any leisure programme offered.

M28 Any description of staff qualifications and experience will be accurate and apply to the full range of staff at any time. Any classes or courses which are used for teacher training purposes (with unqualified teachers) will be so designated, and will be provided free of charge or at substantially reduced cost.

M29 All eligible provision will be declared for inspection as set out in Section **1.3 Scope of accreditation**. Any claims to accreditation, or registration of accommodation agencies, will be in line with the guidelines set out in Section **3.1 Claiming accreditation**, and will not be applied to unaccredited or ineligible provision.

## **Resources and environment**

### **Standard**

The learning resources and environment will support and enhance the studies of students enrolled with the provider, and will offer an appropriate professional environment for staff.

### ***Premises and facilities***

R1 Premises, including any external areas, will be adequate in size and number to provide a comfortable environment for students and staff.

R2 Premises, including any external areas, will be in a good state of repair, cleanliness and decoration.

R3 Classrooms and other learning areas will be:

- adequate in size and number
- adequately lit, heated and ventilated
- free from disruptive extraneous noise
- furnished for sufficient flexibility of layout
- arranged so that all students can see, hear and write in comfort.

R4<sup>l</sup> Students will be provided with adequate room and suitable facilities for relaxation and the consumption of food. A choice of appropriate food at affordable prices will be available to students on site if not available locally.

R5<sup>HI</sup> There will be adequate signage to buildings, routes, rooms and exits, and facilities for the display of general information.

R6<sup>HI</sup> There will be sufficient space for all staff, for meetings, relaxation and the storage of personal possessions, and for teachers to carry out their preparation and marking.

### ***Learning resources***

R7 Learning materials will be appropriate to the level, length and type of courses offered and sufficient for the number of students enrolled.

R8 There will be an adequate stock of appropriate, up-to-date materials and resources for teachers, including facilities for the production and reproduction of materials. These resources will be accessible, well maintained and organised.

R9 Any educational technology inside the classroom and elsewhere, will be well maintained with adequate technical support. Staff will be appropriately trained in using the available technology to support learning.

R10<sup>l</sup> Any area for quiet study and self-access work will be appropriately equipped and organised.

R11<sup>l</sup> Students will receive guidance on the use of libraries and self-access centres where these are available.

R12 There will be a procedure for the continuing review and development of teaching and learning resources and evidence of its implementation.

# Teaching and learning

## Standard

Teachers will have appropriate qualifications and will be given sufficient support to ensure that their teaching meets the needs of their students. Programmes of learning will be managed for the benefit of students. The teaching observed will meet the requirements of the Scheme.

### *Academic staff profile*

T1 All academic staff will have a general level of education normally represented by a Level 6 qualification on the Ofqual Register of Regulated Qualifications. Exceptionally, the employment of any academic staff without the appropriate general level of education may be acceptable with the provision of a valid rationale.

T2 All teachers will have ELT/TESOL qualifications appropriate to the courses they are teaching. For information on qualifications, see **4.2 Academic staff qualifications**.

The Scheme expects that:

- teachers of courses for students under 18 will hold at least a TEFLI qualification or have appropriate qualified teacher status
- teachers of courses for adults will hold at least a TEFLI qualification

and normally,

- teachers of teacher development courses and EAP courses will hold at least a TEFLQ qualification
- teachers on ESP courses other than EAP will have relevant specialist qualifications or experience at an appropriate level.

T3 There will be a valid rationale for the employment of any teachers without the appropriate ELT/TESOL qualifications.

T4<sup>S</sup> The academic manager or academic management team will have an appropriate professional profile to provide academic leadership:

- they will be academically and ELT/TESOL qualified as appropriate to the range of courses on offer; at least one person will have, as a minimum, a TEFLQ qualification
- they will all have at least three years' full-time relevant teaching experience.

T5 There will be a valid rationale for the employment of any academic managers without the appropriate qualifications or experience.

### *Academic management*

T6<sup>S</sup> Teachers will be matched appropriately to courses.

T7 There will be effective procedures for the appropriate timetabling of students, teachers, courses and classrooms.

T8 There will be formalised arrangements, satisfactory to students and staff, for covering for absent teachers.

T9 Where enrolment is continuous, attention will be paid to all aspects of academic management affected.

T10<sup>S</sup> There will be formalised arrangements, led by an academic manager and covering all teaching sites, to ensure appropriate guidance and support for all teachers in line with the organisation's professional development policy.

T11<sup>S</sup> There will be effective arrangements for the observation and monitoring of teachers' performance by a TEFLQ academic manager/TEFLQ member of the academic management team, including appropriate feedback and action planning to improve and develop teaching. Particular care will be taken to monitor and guide inexperienced teachers, those whose classroom performance exhibits weaknesses and those whose student feedback indicates dissatisfaction with their teaching.

## ***Course design and implementation***

T12 Course design will be based on stated principles. There will be a coherent and appropriate course structure described in writing for teachers' guidance.

T13 Course design will be regularly reviewed in the light of the different and changing needs of students and feedback from teachers and students.

T14 Written course outlines, appropriate to the course length and type, will be available to students.

T15 Courses will include study and learning strategies that support independent learning and will enable students to benefit from their programmes and continue their learning after the course.

T16 Courses will include strategies which ensure that students can develop their language skills outside the classroom and benefit linguistically from their stay in the UK.

## ***Learner management***

T17<sup>H</sup> There will be efficient procedures for the correct placement of students and assessment of starting level so that progress can be evaluated.

T18 There will be procedures for monitoring and for recording students' progress, such as tutorials, and for enabling students to change courses or classes where necessary.

T19 Students will be guided to select the examinations and examination training best suited to their needs and interests.

T20 In the case of examination courses and where there is internal assessment relevant to progression routes, assessment criteria and procedures will be in writing and available to staff and students.

T21 Academic reports will be made available to students on request and, in the case of under 18s, to their parents/guardians.

T22 Students wishing to enter mainstream UK education will have access to relevant information and advice.

## ***Teaching***

### Knowledge

T23 Teachers will show sound knowledge and awareness of the linguistic systems of English and will be able to provide appropriate models of both spoken and written English.

T24 Teachers will be able to adapt their language to the level of the learners and differentiate between learners with different needs and learning styles.

### Planning

T25 The content of the lesson will show that the course objectives and the profile of the specific students in the class have been taken into account.

T26 Lessons will be based on a coherent sequence of activities leading to relevant learning outcomes.

### Delivery

T27 Teachers will demonstrate effective management of the classroom environment and resources to promote learning.

T28 Teaching techniques will be appropriate to the focus of the lesson and the needs of the students, and will include feedback and review.

T29 Teachers will demonstrate the ability to manage learning activities and interactions effectively to engage students.

T30 Teachers will be aware of cultural differences and individual characteristics, and will show sensitivity to the group and individuals to ensure a positive learning atmosphere.

## **Welfare and student services\***

(\* This section is normally not applicable where the provider only offers in-company provision.)

### **Standard**

The needs of students for security, pastoral care, information and leisure activities will be met; any accommodation provided will be suitable; the management of the accommodation systems will work to the benefit of students.

### **Care of students**

W1 Provision will be made for the safety and security of students on the provider's premises appropriate to their age, background and the location of the provider.

W2 Students will be given pastoral care appropriate to their age, background and circumstances (including any additional support needs). Account will be taken of any special needs arising from religious observance.

W3 A named person or persons will be identified to all staff and students to deal with students' personal problems.

W4 There will be policies and procedures, known to all students and staff, for dealing with abusive behaviour by staff or students (verbal abuse, including harassment, bullying, actual or threatened violence, damage to personal property).

W5 Students will be issued with a 24-hour emergency contact number for the provider in writing, except in the case of organisations enrolling only those students already settled in the local community and with a local support network.

W6 Information on the most appropriate forms of transport between the point of entry to the UK and the provider or accommodation, and approximate costs, will be available in advance to students. Where transport is offered by the provider, arrangements will be clear, effective and reasonably responsive to unforeseen circumstances.

W7 As appropriate, students will be given advice on:

- local facilities, services and amenities, including, in the state sector, student union membership
- registration with the local police
- banking
- personal safety and the care of valuables
- medical and personal insurance
- local places of worship
- licensing laws
- traffic regulations
- compliance with the law, e.g. in relation to the use of drugs, motoring offences, procedures in case of arrest by the police.

W8 Students will be informed about their rights regarding medical and dental treatment through the NHS. Longer-term students will be encouraged to register with a local GP. Students will have full access to any medical and welfare services available in the organisation.

### **Accommodation**

**Please note:** The type of accommodation should be described in the following terms:

- **Homestay accommodation\*:** the hosts treat the student as a full member of the household, eating together and sharing the common living areas; no more than four students will be accommodated in

homestay accommodation at any one time (homes accommodating more than four adult students should not be described as homestay accommodation)

■ **Residential accommodation:** in private homes accommodating more than four students, student houses, halls or hostels, catered or self-catering. Residential accommodation where there is no overnight supervision is not suitable for under 18s: please see the additional criteria for *Care of under 18s*.

### **All accommodation**

W9 The following will be made available to the student to ensure a comfortable living environment throughout their stay:

- a bedroom and common areas in a proper state of cleanliness and repair
- adequate heating and lighting
- a sufficiently spacious bedroom with natural light, equipped with an adequately sized bed and adequate hanging and drawer space for clothes
- privacy from members of the opposite sex
- a table for private study (where appropriate)
- sufficient washing facilities and access to a bathroom, with baths or showers available daily
- a change of towels and bed linen each week and an adequate supply of duvets or blankets
- a weekly laundry service (especially in the case of under-16s) or clearly explained laundry arrangements.

W10<sup>H</sup> All accommodation allocated to students will be inspected by a responsible representative before students are placed.

W11 All accommodation will be inspected by the provider or their agency at least once every two years.

W12<sup>H</sup> Accommodation registers will be kept up to date with accurate information, including records of visits.

W13 Confirmation of accommodation booked for a student will include accurate and sufficient information about the type of accommodation, location, approximate time and cost of travel between the accommodation and teaching premises, services provided and payment arrangements (including cancellation penalties). Where a student is expected to share a bedroom with another student, this will be clearly indicated in the provider's publicity. Conditions and procedures under which accommodation arrangements can be terminated will be included.

W14 Students will be told who to contact in the case of any problems with their accommodation. At an early stage in their stay, students will be asked by the provider or its accommodation agency if they are satisfied with their accommodation. Problems will be addressed promptly and action taken will be recorded.

W15 Meals in homestay and residential accommodation will be provided as agreed and will offer a well-balanced diet, taking into account any reasonable dietary requirements expressed by students.

### **Accommodation: homestay only**

W16 No more than four students will be accommodated in a homestay at any one time.

W17<sup>H</sup> Hosts will be made aware in writing of the rules, terms and conditions applied by the provider with respect to the provision of accommodation services. Booking and cancellation arrangements will be clear.

W18 No more than two students will be accommodated in the same bedroom unless specifically requested in writing by the students, their agents, parents or legal guardians.

W19 Students with the same first language will not be lodged in the same home at the same time unless written consent of the students or their agents on behalf of their parents or legal guardians is obtained in advance of arrival.

W20 English will normally be the language of communication within the homestay home.

W21 Hosts will ensure that there is an adult available to receive students on first arrival.

### ***Accommodation: residential***

W22 Adequate provision will be made for cleaning.

W23 Providers offering residential accommodation will make adequate provision for the care of their students' health.

### ***Accommodation: other***

W24 Students will be informed of the implications of their living in bed-sits or flats (tenancy agreements, local taxes, possible loss of contact with speakers of English out of classroom hours, cooking, washing, etc.). Advice will be available in case of difficulties.

W25 Any other accommodation recommended by the provider will be monitored and booking and payment arrangements will be clear.

### ***Leisure opportunities***

W26 Students will have appropriate information about and access to social, cultural and sporting events and activities which enhance their experience of studying in the UK.

W27 Any leisure programmes will be well organised and sufficiently resourced. Where activities form part of a course package, alternatives will be available for activities cancelled for reasons such as poor weather.

W28 There will be effective systems in place to ensure the health and safety of students on all on-site and off-site activities, including written risk assessments and clear guidelines on how to respond to situations where students are at risk.

W29 Any sporting and leisure activities on- or off-site will be under the direction of a nominated, responsible person who has appropriate experience and training.

## **Care of under 18s\***

(\* This section is not applicable where the provider never recruits students under the age of 18.)

### **Standard**

There will be appropriate provision for the safeguarding of students under the age of 18 within the organisation and in any leisure activities or accommodation provided.

C1 There will be a safeguarding policy which specifies procedures to ensure the safety and well-being of all students under the age of 18, including safe recruitment (for all roles involving responsibility for or substantial access to under 18s), handling allegations and making referrals, and a named member of staff responsible for its implementation.

C2 The provider will make the policy known to all adults in contact with under 18s through their role with the organisation (including employees, sub-contractors, homestay hosts, group leaders and volunteers) and provide guidance or training relevant to its effective implementation.

C3 Publicity (or other information made available to students, their parents or legal guardians before enrolment) will give an accurate description of the level of care and support given to students under 18.

C4 Recruitment materials for roles involving responsibility for or substantial access to under 18s will include reference to the organisation's commitment to safeguarding and inform applicants that:

- references will be followed up
- all gaps in CVs must be explained satisfactorily
- proof of identity and (where applicable) qualifications will be required
- reference requests will ask specifically whether there is any reason that they should not be engaged in situations where they have responsibility for, or substantial access to, persons under 18
- appropriate suitability checks will be required prior to confirmation of appointment.

C5 All current holders of roles involving responsibility for or substantial access to under 18s, and all new appointees to such roles, will have appropriate suitability checks, for example with the Disclosure and Barring Service (in England and Wales) or Protecting Vulnerable Groups Scheme (in Scotland) or Access NI (in Northern Ireland), or Police 'Certificate of good conduct' (outside the UK), in line with the organisation's safeguarding policy.

C6 Suitable arrangements will be made for the supervision and safety of students outside lessons, normally by:

- the provision of a leisure programme, appropriate to the age, ability and interests of the students (for under-16s, the cost should be included in the course fee)
- ensuring there is sufficient adult supervision\* for all scheduled activities (excluding classroom teaching) both on-site and off-site, taking into account the nature of the activity, age, gender and needs of the students. (Group leaders and other adults travelling with students under 18 will be responsible only for students in their own group.)
- providing clear rules, appropriate to the ages of the students, for what they may do outside the scheduled lesson or activity times and without supervision, appropriate to the age of the students and the location, and having procedures in place to ensure these rules are adhered to.

C7 Suitable arrangements will be made for the accommodation of students.

- The provider will normally be responsible for providing accommodation and all meals unless alternative arrangements have been made by the parent(s) or legal guardian and confirmed in writing.
- Hosts will be made aware of the rules for what students may do outside the scheduled activity times, and particularly what time they are expected home at night, and will work with the provider to ensure these rules are adhered to.
- A responsible adult (known to and vetted by the provider) will always be present overnight and normally be present when students under 16 are at home.
- Providers will ensure that students under 16 lodged by them or their agency in homestay or residential accommodation will not be lodged with students of 18 years or older.
- In residential accommodation, the ratio of residential adults to students will be at least 1:20 for students aged 12-17, and 1:15 for students under 12. First aid facilities and an appropriately trained member of staff will be available at all times, together with an arrangement with a local doctor in case of emergencies.

C8 Arrangements will be in place to ensure contact between the provider and parents, legal guardians or their nominated representatives concerning the welfare of students.

- The provider will obtain a 24-hour contact number for the parents, or legal guardians of students.
- The provider will give parents, legal guardians or agents of students a telephone number that can be used to contact the provider outside office opening hours.