

Inspection criteria 2018-19

(new text underlined)

Management

Standard

The management of the provision operates to the benefit of the students, and in accordance with the provider's stated goals, values, and publicity.

Strategic and quality management

M1 There is a clear statement describing the goals and values of the organisation, which is made known to all staff.

M2 The management has clear objectives for the future of the organisation and has realistic plans to achieve them.

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.

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.

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.

M6 The provider regularly seeks and records feedback from all staff on the services offered. Appropriate action is taken and recorded.

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.

Staff management and development

M8 The provider implements appropriate human resources policies, which are made known to staff.

M9 The provider specifies the duties of all staff working with ELT students, and regularly reviews these.

M10 There are effective procedures for the recruitment and selection of all staff.

M11 There are effective induction procedures for all staff.

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.

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.

Student administration

M14 Staff are helpful and courteous to students and their representatives, and provide satisfactory levels of customer service.

M15 Students or their representatives receive sufficient information and advice on their course choices before arrival and during their stay.

M16 Staff carry out enrolment, cancellation and refund procedures efficiently, fairly, and with appropriate sensitivity.

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.

M18 There are effective systems to maintain up-to-date and accessible records of local contact details for students, and their designated emergency contacts.

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.

M20 All staff and students are made aware of conditions and procedures under which a student may be asked to leave the course.

M21 All students and, where appropriate, group leaders and parents/legal guardians, receive information in writing about how to make a complaint.

Publicity

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.

M23 All publicity and information about the provider and the services it offers is in clear, accurate and accessible English.

M24 Publicity gives clear, accurate and easy-to-find information on the courses.

M25 Publicity includes clear, accurate and easy-to-find information on costs.

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.

M27 Publicity gives an accurate description of any accommodation offered.

M28 Descriptions of staff qualifications are accurate.

M29 Claims to accreditation are in line with Scheme requirements.

Premises and resources

Standard

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.

Premises and facilities

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.

P2 Classrooms and other learning areas provide a suitable study environment.

P3 Students have adequate room and suitable facilities for relaxation and the consumption of food.

P4 Free drinking water is available. A choice of appropriate food at affordable prices is available to students on site, if not available locally.

P5 There is adequate signage to buildings, routes, rooms and exits, and there are facilities for the display of general information.

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.

Learning resources

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.

P8 There are appropriate resources for teachers, which are adequate in number, accessible, and well maintained and organised.

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.

P10 Any facilities provided for additional or independent learning are appropriately equipped and organised.

P11 Students receive guidance on the use of any resources provided for independent learning.

P12 There is a policy for the continuing review and development of teaching and learning resources, and evidence of its implementation.

Teaching and learning

Standard

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.

Academic staff profile

T1 All academic staff have a level of education normally represented by a Level 6 qualification on the Ofqual register of regulated qualifications.

T2 The teaching team has ELT/TESOL qualifications relevant to the courses they are teaching.

T3 The teaching team has a range of experience, knowledge and skills appropriate to the courses offered and the needs of the learners.

T4 The academic manager/academic management team has an appropriate professional profile to provide academic leadership.

Academic management

T5 Teachers are matched appropriately to courses.

T6 There are effective procedures for the appropriate timetabling of students, teachers, courses and classrooms.

T7 There are formalised arrangements, satisfactory to students and staff, for covering for absent teachers.

T8 Where enrolment is continuous, explicit attention is paid to all aspects of academic management affected.

T9 There are effective arrangements, led by an academic manager, to ensure appropriate day-to-day guidance and support for all teachers.

T10 There are effective arrangements for the observation and monitoring of teachers' performance by a TEFLQ academic manager.

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.

T12 Course design is regularly reviewed in light of the different and changing needs of students and feedback from teachers and students.

T13 Written course outlines and intended learning outcomes, appropriate to the course length and type, are available to students.

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.

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.

T16 Courses include strategies which help students to develop their language skills outside the classroom and benefit linguistically from their stay in the UK.

Learner management

T17 There are effective procedures for the correct placement of students, appropriate to their level and age.

T18 There are effective procedures for evaluating, monitoring and recording students' progress.

T19 Students are provided with learning support and enabled to change courses or classes where necessary.

T20 Where relevant, students are guided to select the examinations and examination training best suited to their needs and interests.

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

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

Classroom observation

Knowledge and planning

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.

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.

T25 Lessons lead to relevant learning outcomes, made known to students and achieved through a coherent sequence of activities.

Delivery and review

T26 Teaching techniques are appropriate to the focus of the lesson and to the needs of the group and individual learners.

T27 Teachers promote learning by the effective management of the classroom environment and resources.

T28 Students receive appropriate and timely feedback on their performance during the lesson.

T29 Lessons include activities to evaluate whether learning is taking place.

T30 Teachers demonstrate the ability to engage students and create a positive learning atmosphere.

Welfare and student services

Standard

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.

Care of students

W1 Providers ensure the safety and security of students on their premises by measures appropriate to their age and background, and the location.

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.

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.

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.

W5 Where relevant, students receive a 24-hour emergency contact number for the provider, in writing.

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.

W7 Students receive advice on relevant aspects of life in the UK.

W8 Students have access to adequate health care provision.

Accommodation

All accommodation

W9 Students have a comfortable living environment throughout their stay.

W10 Arrangements for cleaning and laundry are satisfactory.

W11 A responsible representative inspects all accommodation (for safety and suitability) before students are placed, and at least every two years after that.

W12 Students receive written confirmation of accommodation booked, giving clear and accurate information.

W13 There are effective procedures for identifying and resolving any problems students have with their accommodation.

W14 Accommodation providers receive written confirmation of the rules, terms and conditions applied by the provider with respect to the provision of accommodation services.

W15 Students receive meals as agreed; which offer a well-balanced diet, taking into account any reasonable dietary requirements students may have.

Accommodation: homestay only

W16 Homestay hosts accommodate no more than four students at one time.

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.

W18 No more than two students share the same bedroom, unless the students, their agents, parents or legal guardians specifically request this in writing.

W19 English is the language of communication within the homestay home.

W20 Hosts ensure that there is an adult available to receive students on first arrival.

Accommodation: other

W21 Students receive information about the implications of their living in private rented accommodation and advice in case of difficulties.

W22 The provider monitors any other accommodation recommended, and booking and payment arrangements are clear.

Leisure opportunities

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.

W24 The content of any leisure programme is appropriate to the age and interests of the students.

W25 Any leisure programmes are well organised and sufficiently resourced.

W26 There are effective systems to ensure the health and safety of students on all on-site and off-site activities.

W27 Staff supervising sporting and leisure activities on or off-site have appropriate experience and training.

Safeguarding under 18s

Standard

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.

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.

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.

S3 The provider has written parental/guardian consent reflecting the level of care and support given to students under 18, including medical consent.

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.

S5 There are suitable arrangements for the supervision and safety of students during scheduled lessons and activities.

S6 There are suitable arrangements for the supervision and safety of students outside the scheduled programme.

S7 There are suitable arrangements for the accommodation of students.

S8 There are suitable arrangements to ensure contact between the provider and parents, legal guardians or their nominated representatives concerning the welfare of students.

Declaration of legal and regulatory compliance

D1 The organisation certifies that it operates at all times in accordance with the declarations below. Inspectors may spot check elements of the legal and regulatory declaration as well as attention paid to compliance.

Inspection documentation

Stage 1

Initial background documentation

Documents 5 and 6 must be sent to the Accreditation Unit by the application deadline specified. Documents 2, 7, 8, and 9 will be requested by the Accreditation Unit while inspection dates are being arranged and must be submitted when the inspection date is confirmed.

Documents 1–9 will be sent by the Accreditation Unit to the inspectors when the inspection is confirmed. All documents except any printed brochures will be sent to inspectors electronically.

These documents in stage 1 inform the initial setting up of the inspection, allowing the Unit and inspectors to understand the size and location of the organisation.

Stage 2

Inspection preparation documentation

To be sent by the provider directly to the inspectors electronically at least ten working days before the start of the inspection.

In many cases, templates of documents used are required rather than actual samples of completed documents. All documents and templates to be taken from current use, not specially prepared.

Stage 3

Documentation to be reviewed on site

Confidential material.

Any bulky paper material (e.g. completed paper feedback forms).

(T) Template available on the website

The bold type indicates the name of the document as it appears in the *Criteria, requirements and guidance* document, where the reference number is also used.

Stage 1: initial background documentation

1. **Previous inspection reports:** last full inspection and any subsequent spots/interims
2. Any **action plan** and evidence relating to Points to be addressed from previous inspection(s) (T)
3. Any significant **correspondence** between the provider and the Unit or student/agent complaints
4. **Annual declaration** including *Declaration of legal and regulatory compliance* and any *Notification of change* forms (current year only) (T)
5. **Inspection application** form (T)
6. **Brochures**
7. **People to be seen form*** (T)
8. **Site plan** of main premises and description and location of any additional premises (on any campus plans, please indicate location of ELT offices and probable teaching rooms)*
9. **Organogram** including all management and academic staff for ELT and the wider organisation where appropriate*

*Any updates to these to be notified to inspectors at time of first contact

Stage 2: inspection preparation documentation

Management

10. **Organisation plans** (T optional) see guidance for M1, M2
11. **Self-evaluations** (T optional)
12. **List of staff:** all current administrative and welfare staff, involved with ELT students, stating relevant qualifications and experience (T)
13. **Job descriptions** for all relevant management, academic, administrative, and welfare staff including the person in overall charge, e.g. the principal or CEO
14. **List of types and frequency of meetings held**
15. **Recruitment documents:** description of recruitment procedure(s); documents relating to staff recruitment, e.g. application forms, interview pro-formas, reference request pro-formas

16. **Induction documents:** description of induction procedure(s); documents relating to staff induction, e.g. description of areas covered, induction checklist
17. **Appraisal documents:** description of staff appraisal procedure(s); documents relating to staff appraisal, e.g. pro-formas used, any guidance notes
18. **List of CPD:** internal and external activities for all staff for the previous 12 months
19. Document setting out the **policy on student absences** and how this is made available to staff and students
20. **Complaints procedures:** description of the procedures for making a complaint and how information about this is made available to students and parents/legal guardians
21. **Feedback procedures:** description of how feedback from students and staff is collected, analysed, and acted on; samples of proformas or templates for feedback
22. **Description of publicity,** including social media, e.g. what is available, which is the main medium, any translations
23. **Description of closed groups:** any arrangements that have been made with closed groups, over the preceding six months, that are additional to, or changes to, terms specified in publicity

Resources and environment

24. Any **map/floor plan** or site information that would help in the planning of the inspection, including the location of teaching rooms
25. Any **policy statement or records relating to resources**

Teaching and learning

26. Completed **spreadsheet** for all academic staff working during the week of inspection (both overall staff summary worksheet and the detailed individual records worksheet) (T)
27. **Rationales** for any T1, T2, T4 exceptions (T)
28. **Qualifications evaluation** form where the status of ELT/TESOL qualifications is uncertain (T)
29. **Current timetable:** comprehensive and accurate class timetable for the inspection period so inspectors can easily see which teacher is teaching which class, in which room, at what time; all break periods should be clearly indicated
30. **Description of cover arrangements** for absent teachers
31. **Syllabuses or related guidelines** for course design for all course types run
32. **List of closed-group courses** run in preceding six months
33. **Description of placement procedures**
34. Any **tutorial proformas**
35. **List of any examinations** for which preparation/guidance/enrolment is provided
36. **Description of end-of-course certificates/reports** provided for students; related templates
37. Any written **description of assessment criteria and procedures**

Welfare and student services

38. Completed current **premises risk assessments** for all premises where students are taught and/or accommodated
39. **Abusive behaviour document:** document setting out the policy for dealing with abusive behaviour and behaviour that may lead to extremist radicalisation, and how staff and students are informed of this policy
40. **Description of accommodation offered:** type and location of any accommodation offered by the provider
41. Comprehensive and accurate **list of accommodation in use** during the inspection period so that inspectors can easily see where all students in accommodation arranged by the provider or its agent are staying
42. **Accommodation placement:** sample documents relevant to the placement of students in accommodation:
 - application form for prospective hosts
 - inspection form/checklist, including safety and suitability
 - letter of agreement between hosts and provider
 - information/advice for hosts
 - information/advice for students
 - pricing and payment details
 - booking confirmation letter for students/hosts or residence
 - evaluation form

43. Any **current leisure programme** covering the inspection period
44. Documentation setting out the policy on **supervision ratios** for leisure activities both on- and off-site, and the provision of training for staff leading these activities
45. **Information for group leaders:** any information for and/or agreement with group leaders
46. Samples of **risk assessments** and emergency plans relating to the supervision of activities, and guidelines for responding to situations where students are at risk
47. Samples of any **leisure activity information** packs for students
48. Any **previous leisure programmes**, for the preceding three months

Safeguarding under 18s

49. Documentation setting out the **Safeguarding policy** and how the requirements of the policy are made known to all stakeholders (e.g. staff, students, parents, homestay hosts, contractors)
50. **Parental consent** template(s)
51. Description of how the **24-hour emergency** contact number is made known to students

Information for staff and students

52. **Staff handbooks/notes:**
 - any information for administrative/support staff
 - any information for residential staff
 - any information for activities staff
53. **Teacher handbook/notes:**
 - relating to academic resources
 - guidance about teaching
 - description of course structure
 - guidance about teaching performance.
54. **Student handbook/notes:**
 - advice about coming to and living in the UK
 - information on welfare and student services
 - any information on safeguarding
 - course rules/conditions
 - information relating to academic resources
 - course description/methodology statement
 - guidance notes on examinations
 - information on any library or self-access centre.

Stage 3: documentation reviewed on site

Management

55. **Minutes of meetings**
56. Signed **staff contracts** (with terms and conditions of service)
57. **Teaching staff records** – including copies of Level 6 and ELT qualifications
58. **List of appraisals** within last 12 months and evidence that these have taken place
59. **Completed enrolment records**, including booking terms and conditions, and evidence of payments made for specified services, e.g. course type, duration, taught hours, accommodation, transfers
60. **Students records:** students' local contact details and their designated emergency contact
61. **Attendance records/registers**
62. Record of **follow-up for student absences**
63. Completed **student feedback** forms and record of follow-up action
64. Records of **staff feedback** and any action taken
65. **Records of any complaints** and action taken

Teaching and learning

66. **Observation records** for teachers with MAs in TESOL or TESOL-related subjects with no observed teaching component, minimum five hours
67. **Teacher observation records and feedback**
68. **Course documentation for past courses** including any closed-group courses run in last six months which are of a course type not seen during the inspection
69. Sample copy of any **placement tests** used
70. Sample copy of any **progress, mid-course and exit tests**

- 71. Sample of any **completed tutorial records**
- 72. Sample of **completed leaving certificate/academic report**
- 73. **Class profile** for each class running during inspection showing nationality breakdown, and any specific needs or learning characteristics that individuals or the group as a whole may have (*to be available in class for the observer*)
- 74. **Lesson plans**, including teacher's full name, level/name of class, room number, aims, activities, any homework to be given, with copies of materials and handouts used (*to be available in class for the observer*)

Welfare and student services

- 75. **Safety log**: records of fire drills, accident/incident book
- 76. Dated **records of accommodation inspections**
- 77. **Accommodation records** including rooming lists for residential accommodation

Safeguarding under 18s

- 78. **Evidence of suitability checks**, references and criminal record checks etc., for all holders of roles involving responsibility for or substantial access to under 18s, including all resident adults in homestay providers, and group leaders. NB Copies of DBS checks should not be held on file; inspectors will ask to see certificate number and date issued
- 79. Samples of completed **parental consent** forms